



Annual Report
of the
Independent Monitoring Board
at

HMP WAYLAND

for reporting Year

June 2018to

May 2019

Published April 2020



Monitoring fairness and respect for people in custody

TABLE OF CONTENTS

1. Statutory role
2. Executive summary
- 3. Description of establishment**

Evidence Sections

4. Safety
5. Equality and fairness
6. Re-integration (care and separation unit)
7. Accommodation services and communication
8. Healthcare
9. Education and other activities
10. Work, vocational training and employment
11. Resettlement preparation

WORK OF THE BOARD

1. Board statistics
2. Applications to the Board

1. STATUTORY ROLE

The Prisons Act 1952 requires every prison and immigration removal centre to be monitored by an independent board appointed by the Secretary of State for Justice from members of the community in which the prison stands

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) To report annually to the Secretary of State on how well the prison has met the standards and requirements placed upon it and what impact these have on those in its custody.

To enable the board to carry out these duties effectively, its members have the 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

1. For past four years the Board has reported on the unacceptable number of prisoners at HMP Wayland who do not have an OASys assessment. The situation has worsened. (see section 11- Resettlement preparation)
2. With 86% of the prison population at HMP Wayland not coming from Norfolk and Suffolk, the ability of the prison to satisfactorily provide prisoners on release with suitable accommodation, work, bank account, and entry into universal credit is severely affected. (see section 11-Resettlement preparation)
3. The IMB at HMP Wayland continues to be concerned at the number of violent incidents occurring in the prison. (see section 4-Safety)
4. The prison should be aware of the needs of prisoners with protected characteristics, especially those with disabilities, those from Black, Asian and minority ethnic backgrounds, and Muslim prisoners who have specific needs and concerns. (see section-5 Equality and fairness)
5. The IMB at Wayland is increasingly concerned at the plight of those prisoners who, for one reason or another, isolate themselves for their own safety. As well as being a local issue it is also a national one; the challenge of isolating prisoners needs greater HMPPS attention. (see section 7 – Accommodation)
6. The IMB at Wayland is concerned that the transfer of contracted medical services to the new providers has resulted in a lowering of the standards and responses of many of these services, with the exception of those for mental health. (see section 8 – Healthcare)

Introduction to the report

This report presents the findings of the Independent Monitoring Board at HMP Wayland for the period 1 June 2018 to 31 May 2019. In the reporting year the Board has lost five members and three probationary members, which led to some areas of the prison not being monitored as we would have wished; this is reflected in our report.

Evidence comes from observations made on visits, informal contact with prisoners and staff, prisoners' applications and scrutiny of records such as assessment care in custody and teamwork (ACCTs), those held in the re-integration unit (segregation) and the daily log of isolating prisoners.

Main judgements.

1. Generally, we are of the view that the prisoners at HMP Wayland are treated fairly. Concerns are however that elderly prisoners, those with disabilities, and those from minority ethnic communities are not always dealt with in accordance with their needs. (see section 5- Equality and fairness).
2. The prison deals with the prisoners in a humane fashion except that we do have concerns for prisoners who isolate themselves. These are generally prisoners who have unsuccessfully applied for Rule -45(Own Interest)- hoping to go to the re-integration unit. (see section 6 -Reintegration, and section 7- Accommodation)
3. Our view is that generally prisoners from Norfolk and Suffolk are prepared for release consistently well. Unfortunately, this is only 14% of the prison's population. For the remaining 86% we are unable to receive any information on how release goes for them. (see section 11-Resettlement preparation).

Main areas for development

- (1) For the prison's performance improvement plan (PIP) objectives to result in changes and improvements which will be sustained despite the high proportion of new staff.
- (2) Reduce the access to and use of drugs such as new psychoactive substances (NPS) (see section 4- Safety)
- (3) Reduce the number of assaults by prisoners on prisoners and staff, creating a safer prison for all. (see section 4-Safety)
- (4) Improve fairness for protected characteristics, particularly disabled and older prisoners (see section 5- Equality and fairness)
- (5) Improve the management and care of self-isolating prisoners. (see section 7- Accommodation)

(6) Bring the general medical care services up to the policy standard of reasonable comparison with that of the external community. (see section 8-Healthcare)

Questions for the Minister.

(1) In your letter of 21 January 2019 in response to our last report you stated that work on the proposed new care and separation unit at HMP Wayland would commence in January 2019. As at the date of the writing of our report, (31 May 2019) there does not appear to be any sign of pre-construction work having been commenced. We have been assured that the planning of this unit is progressing but can you confirm that it will reflect the capacity needs of this large prison and that funding will be ring-fenced so that its construction will commence this year?

(2) At 31 May 2018, HMP Wayland had 54 IPP prisoners (those serving indeterminate sentences for public protection) with 48 over tariff, and 76 lifers with 40 over tariff. At the end of our current year there were 83 IPP prisoners with 76 over tariff, and 98 lifers with 52 over tariff. We appreciate that the problem of IPP prisoners is a national issue, but it is having increasingly dire effects, in our view, on the mental and institutional health of many such prisoners whose original tariffs have been far exceeded; a prisoner with something like a tariff of 3½ years with an unblemished prison record, but still in prison 13 years after sentence is not an isolated example. We would welcome the assurance not only that the promised increased attention to be paid to this population is maintained but that it is increased, so that a larger number of prisoners who may not need further custody can be helped to make realistic plans for release.

Questions for the Prison Service.

(1) Once again, the number of outstanding OASYS completions is of concern, and has increased in spite of assurances following our last report. In our report dated 31 May 2018 we advised there were 206 outstanding, with 154 requiring completion by the prison. This year the number outstanding is 242, with 198 requiring completion by the prison. What improvements are to be made to enable this problem to be cleared up as it affects effective sentence planning for the prisoners concerned. (see section 11- Resettlement preparation)

(2) Last year we dealt with 74 applications in total on property. This year the figure is 103. The vast majority of these property complaints originate in a previous prison, and dealing with these complaints reduces our ability to monitor the prison's treatment of its prisoners as we should be doing. It also adds unacceptably to the workload of prison staff, in reception and administration, who have continually to chase other prisons even for a response, let alone the delivery of the missing property. As the compensation and administration costs to the service as a whole

must be huge, and the treatment of prisoners in this regard is unacceptable, we would welcome the assurance that serious attention is to be paid nationally to this scandal.

(3) Our Board understood earlier this year that a nationwide strategy was to be introduced to deal with the problem of prisoners who isolate themselves. We would welcome an update on the progress being made. (see section 6 - Re-integration, and section 7 - Accommodation services and communication).

Questions to the Governor

(1) THE IMB HAS BEEN PREVENTED FROM ATTENDING HEALTHCARE PARTNERSHIP MEETINGS WHICH WE UNDERSTAND WE HAVE A RIGHT TO ATTEND, COULD THIS BE RESOLVED, PLEASE?

(2) THE BOARD HAS BEEN CONCERNED OVER THE FREQUENTLY HIGH NUMBER OF PRISONERS NOT ATTENDING THEIR WORK PLACEMENTS, CAN STEPS BE TAKEN TO IMPROVE ATTENDANCES, ESPECIALLY IN EDUCATION?

Improvements

After a difficult period for the prison, following the extended absence of the previous Governor, we welcome the arrival of the new Governor who has impressed us with her determination to restore what could be termed 'rehabilitative hope' to the prison community, both prisoners and staff. We would particularly support her actions in:

(1) Accommodation - the decency programme. (see section 7 - Accommodation)

(2) The appointment of two family support workers. (see section 5 - Equality and fairness)

(3) Establishing a discharge board enabling prisoners to apply for universal credit in the 12 weeks before release when they will immediately receive £300. (see section 11 - Resettlement preparation)

(4) Arrival and usage of new testing equipment which efficiently checks items such as post for drugs. (see section 4 - Safety)

(5) Improving the retention of staff. The level of staffing has improved since our last report with numbers now at 178.04 compared to 175.41 last year. The improvement may seem small, but last year's figure included 30 members who were at the prison training college and this year there are only 16. We certainly find more officers visible on the wings. There remains a concern over the experience of the staff, but that can only be improved by experience on the job. (see section 4 - Safety)

(6) Initiatives creating opportunities for the 'prisoner voice' to be heard, and subsequent improvements to the regime.

Description of the establishment

HMP Wayland is a category C male training prison. Its operational capacity is 1,003.

The original building consists of 4 H-block units, a segregation unit, health care unit and kitchen which were built 34 years ago. There have since been four expansions with now five ready-to-use wings, a first night centre, a second kitchen, and four individually-designed accommodation units, which has resulted in a very spread-out site. A new segregation unit had been included but the lightweight ready-to-use construction was extensively damaged by prisoners to the point where it was closed, refurbished and then re-opened this year, with considerable success, as the first night centre. The original wings have double and single cells with an integral toilet, and shower blocks on each spur. Two of these units have been designated for enhanced prisoners, with a more relaxed internal regime.

The older buildings have had ongoing problems with leaking flat roofs resulting in puddles in the corridors. These problems are currently being repaired, while one unit was taken out of use for a comprehensive refurbishment, lasting for many months during the reporting year, only re-opening in March 2019.

There have also been severe problems with the fabric and construction of the newer builds, with ongoing replacement work on floors, heating, ventilation, and showers. Currently one wing of these short-life units is shut down totally.

The fabric's failure in the new segregation unit to withstand the challenges of un-cooperative prisoners meant the old segregation unit had to be pressed back into service as the reintegration unit, although this had also been deemed 'not fit for purpose' which is why it was originally replaced; the Board hopes the long-promised new unit will appear in the coming reporting year.

Organisations which deliver services to HMP Wayland

People Plus (Education)

Norfolk and Suffolk Community Rehabilitation Company

Job Centre Plus

Samaritans

Spurgeons Trust (family care at visits)

Forward Trust (addiction programmes)

Phoenix Futures (work with offenders with addiction in prison and in the community)

National Probation Service

Serco and MTC-Amey (transfer escort)

Shannon Trust (literacy help)

Norfolk County Library Service

Care UK (Healthcare – from 1 April 2019)

Wellbeing service

Community Dental Health Service

4.Safety

In the year to 31 May 2019 it is pleasing to see that staff levels have increased from 175.41 last year to 178.04. This increase may seem small but last year there were 30 officers away at the training college, and this year the numbers are 16. We find as we go around the wings there are more officers visible but many are, of course, lacking in experience. Experience can really only be gained on the job, and the need to retain these new staff is therefore paramount in making HMP Wayland a safe prison. The Wayland IMB is therefore concerned that such much-needed retention is handicapped at Wayland by not being on a par with other prisons in its travel-to-work-area which can offer increased officer pay arrangements.

At the end of our reporting year, 86% of the prisoners that HMP Wayland holds were from outside the prison's Norfolk/Suffolk catchment area. Resettlement procedures and importantly visits are seriously affected, which leads to prisoner frustration and consequent safety concerns within the prison.

Although the violence reduction team continues to build a good relationship within the prison, and has now introduced the challenge, support and intervention plan (CSIP) for those prisoners who pose the greatest threat of violence, violence remains at an unacceptable level with prisoner-on-prisoner incidents this year totalling 257 compared with 214 last year. Prisoner-on-staff incidents this year were 126 compared to 84 last year. If there is a light at the end of the tunnel it is that figures in the second half of the year showed a marked reduction in both areas, which the Board hopes will continue.

Work continues to stop drugs, mobile phones, and other illicit items coming into the prison by various means. Since the itemiser (automatic drug screening machine) was purchased it has been easier to detect drugs coming via the post. Any contaminated item is photocopied and the offender is given the photocopy. Unfortunately, this is a labour-intensive activity and it can take some time for the photocopy to get to the prisoner, causing a number of complaints to the Board. Legal mail (Rule 39) is still being abused, but a telephone call to the legal office can often detect this. Hooch continues to be brewed.

As noted previously, during the year a first night centre (in the refurbished and reorganised 'new' segregation unit) was opened. This has enabled prisoners arriving at HMP Wayland to draw breath and begin to get acclimatised to Wayland before going on to their allocated normal wings, and, importantly, for staff to initiate amongst the new arrivals the expectation of a supportive relationship with them.

The IMB monitors assessment, care in custody and teamwork (ACCT) paperwork on a regular basis and we find generally this is completed to a better standard than before, although there is still improvement to be made, which the new Governor has made a priority.

5 Equality and fairness

During the reporting year the management of the equalities and fairness responsibility has been spread over a larger number of prison managers, with, the Board fears, a reduced consistent managerial focus on this important area. However, despite this, the recent initiatives of the coffee mornings for lifers and IPP prisoners and the creation of a Family Matters strategy are welcome innovations

Particular equality and fairness matters which have come to the attention of the Board have been:-

(1) J wing, which had some single cells designated for the use of over 50s, was changed to prisoners on drug reduction programmes. Although this was a welcome change for this group of prisoners, there is now no designated wing for over 50s, which the IMB considers unfortunate. The challenge to older prisoners, many of whose health has been compromised by their previous lifestyles, of being forced to mix intimately with younger, noisier, and frequently more aggressive prisoners, is significant.

(2) Discrimination incident report form (DIRF) management has been problematic. It was reported at a meeting in October 2018 that responses were taking longer than the required time, and that the whole process was therefore to be reviewed. The Governor changeover took place and no further meetings were held until February 2019. This problem was raised by the IMB in March 2019 as prisoners had reported difficulty in accessing forms. Prisoners stated that they were reluctant to put in forms as they feared they would be read by officers, as they were paper copies with no envelopes. They also claimed not to receive a response to DIRFs submitted. The Governor's response in March 2019 to making DIRF management a high priority (there were still several responses outstanding from 2018) was welcomed.

(3) Unlike in previous years, no equalities events have been arranged for any protected characteristics during the past reporting year, but again this has been made a high priority by the new Governor. Currently there are 62 foreign national prisoners at HMP Wayland compared to 47 last year. Monthly forums with agencies take place.

(4) The IMB noted in August 2018 a disparity between those prisoners registered as disabled, and prisoners claiming a disability. The issue has not been resolved and the concern is that provision for all prisoners with a disability is not complete (although offenders with a personal escape and evacuation plan (PEEP) are known and their details are displayed in wing offices in case of emergency)

(5) Special dietary requirements for different faiths are arranged and catered for well by the main kitchen staff. The IMB is surprised to learn that the special (and frequently expensive) dietary requirements or supplements for religious or medical reasons does not attract an additional subsidy to what appears to be an already low budget of food costs at £2.02 per prisoner per day, compared to the stated average of £3.68 per main meal across the NHS. (In this regard, an IMB survey during the year revealed that 37% of prisoners thought the food was 'mostly poor', although 45% did agree with the statement that the food was 'OK for a prison'. These views were similar to those recorded in a Measuring Quality of Prison Life survey of the year before.

(7) During the year the prison has set up a Family Matters strategy, including the appointment of two family support workers, one of whom is a recently retired senior prison officer. This move is to be applauded when one accepts the importance of family ties for prisoners and the IMB looks forward to a greater positive effect as this new team beds into its work.

6. Reintegration unit (care and separation unit)

The unit, which we described as 'unfit for purpose' in our May 2016 report, is due to be replaced soon. We had been advised that construction work should commence in the financial year from April 2019 but as at the end of May 2019 there is no evidence of this happening.

As the name implies the reintegration unit has the aim of returning prisoners to normal location where possible. In many cases prisoners have been moved from wing to wing before they end up in the unit and often in these cases a transfer is the only likely end result. The unit (built for a prison half the current size) is woefully small for the demands placed upon it. However, we do applaud the prison for the effort it makes and we note the number of prisoners who were reintegrated into the mainstream prison in the year was 84 as opposed to the 166 for whom the only answer was a transfer elsewhere.

Although not held in the reintegration unit, we have found more prisoners going into isolation on the wings. These are generally prisoners who have had Rule 45 applications (requests to be segregated for their own protection) turned down. This confirms that the reintegration unit at HMP Wayland is not big enough to provide the necessary safe provision for this type of prisoner.

7. Accommodation, services and communication

Due to resignations there was not a member with special responsibility for accommodation for some time. This has now been remedied. Although some of the problems with prison accommodation highlighted in last year's report are still issues which handicap consistent service being provided to prisoners in their daily lives, there have been welcome improvements; a programme to refurbish the cells has resulted in approximately 150 cells in the new build wings being entirely refurbished and re-equipped, necessarily going far beyond repainting to the provision of new flooring, windows, and sanitary facilities. It is a slow process which the failure of Carillion did little to improve. Staff and prisoners have accepted the considerable disturbance with good grace, which will continue to be needed in the coming year as the programme advances.

The opening of the first night centre after the building's complete refurbishment has resulted in the opportunity for the prison to offer a focused caring experience for new arrivals in the early hours and days of their Wayland experience. The calmness of this unit has allowed staff to begin to establish a positive relationship with prisoners that can be built upon after transfer to their allocated main unit.

Unfortunately, the old segregation unit, which was pressed back into service in 2014 as the re-integration unit, remains too small with only 10 cells (including two holding cells) and a lack of suitable accommodation for a careful and inter-disciplinary programme of either reintegration or development for its troubled clients. A major consequence of the re-use of this unit is that there is no separated accommodation for 'own protection' prisoners (those who have been forced to manage their own safety through voluntary self-segregation or self-isolation). This challenging situation was the subject of close monitoring during the later months of 2018. A report to the Board was then prepared which was shared with the Governor and, welcomed by the Board, contributed to a fresh positive focus on this group and its issues in advance of new guidance from HMPPS. Unfortunately, the promised new guidance from HMPPS has not materialised. As the IMB understands this is a serious difficulty nationally, we look for greater urgency to address this problem across the whole estate.

The difficulty with laundry management, described in last year's report (see section 7, para viii) continued for some time. A report was prepared for the Board itemising the difficulties with the provision and maintenance of the, mainly domestic, machines and the unacceptable conditions in which the laundry workers had to work, in unventilated rooms with machines which were not designed for such continuous usage. It is pleasing to report, however, that new industrial-type machines have now been purchased and are in the process of installation. This aspect of services, which is important for prisoners, will continue to be monitored.

In early 2019 a 'mini-MPQL' -type survey was carried out in an attempt to establish a few local 'benchmarks for ongoing monitoring of the quality of prison life. The analysis of the returns indicates that there are concerns over: staff/prisoner relationships, predictable and consistent access to kit change and exercise, the conditions and fit-out of cellular accommodation, continuing difficulties with property on transfer, a continuing decline in prisoners' perception of the fairness and effectiveness of the incentives and earned privileges (IEP) system (65% negative responses when compared with the 2013 and 2017 MPQL results of an average of 55%), just over 60% of prisoners feeling that staff communication, including about regime change, was ineffective, and a challenging view that complaints responses are viewed as unfair at 80%, up from 72% in the 2017 MPQL. The issues revealed in this survey will help us in our on-going monitoring priorities in this area.

The new Governor has brought a welcome determination to address all these issues, beginning with the basics of raising the decency and safety of accommodation in all areas and also bringing the prisoner voice into staff communications and relationships.

The Board looks forward to being able to monitor increasing improvements in these areas in the next year.

8. Healthcare

Up until 1 April 2019, Wayland's healthcare was provided by Virgin Care, with the standards for prisoners generally equivalent to those in the community, although under greater stress: frequently dealing with drugs and violence, fuelled by new psychoactive substances (NPS) both in reaction to the drug and also the debt its availability encourages. For example, in September, 74 prisoners were treated by Wayland medical staff for being under the influence of drugs. Twenty-one self-harmed, and there were seven assaults and four overdoses requiring further treatment. In the same month, 37 ACCTs were opened, the reviews of which have to be attended by healthcare staff. Figures for January 2019 were very similar: 73 prisoners were treated on site for being under the influence of NPS, with 12 going to hospital, 29 had to be physically restrained, 19 self-harmed. Although there was only one overdose, there were 18 assaults, of which eight needed to be escorted to the local hospital. Fifteen ACCTs were opened. On the positive side, 84 prisoners agreed to stop smoking, of which 64% were successful. In October 2018, to make healthcare more accessible to prisoners, wing based care was introduced on E wing with a GP attending. There is a plan for this to extend to A and C wings.

In November it was announced that the local hospital would be working more closely with the three Norfolk prisons, so that procedures such as pre-operation

assessments could be done by healthcare staff in the prisons, thus alleviating pressure on escort staff.

After 1 April 2019 the healthcare contract was taken over by Care UK. Since that time there has been a greater emphasis on mental health, in that there is now a seven-day service, with the psychiatrist coming in two or sometimes three times a week because of the continuing need. However, at the change-over of the contract there was no dentist in place, there was one GP short, and no nurse practitioner in post.

This under-supply of staff has increased the treatment and appointment waiting times in excess of that in the general community.

As noted there are now seven mental healthcare nurses, each with case load of 60 patients, with a wing-based system for treatment and assessment. In addition, there is a wellbeing service to which prisoners can be referred by the GP, the mental health team or self-refer. To encourage more prisoners to be tested for hepatitis B and C, there is a plan for the new drug services provider, Phoenix Futures, to have peer mentors, who will also be working with prisoners with addictions.

The IMB understands that dentistry is a separate contract with Community Dental Health Service and is not managed by Care UK. It is to be regretted that since the change of healthcare provider, the IMB has been excluded from attending healthcare meetings, in contravention of our right to attend any meetings. Consequently, it has been difficult to monitor healthcare as closely as we should like and to get accurate healthcare statistics.

9. Education and other activities

In a very real sense, education is one of the few things that a prisoner can take out with him when he is released, so it is important that educational opportunities are not only relevant to supporting him in seeking and retaining employment but that they also are relevant to his social life. The Board has witnessed a further year in which opportunities to acquire 'soft skills' and those experiences which might give a prisoner an insight into his own worth as a fully-functioning member of society, have continued at a reduced level. A local policy had kept art and associated subjects off the curriculum, but a new graphic arts course aimed at opening up employment potential in the creative industries has started and the education provider, PeoplePlus, has a target of 230 men to be on the course in the year. The up-to-the-minute skills provided include web and graphic design, video editing, and the skills involved in working with 3D printers, the first of which in the prison service is now in Wayland. The new Governor has also indicated that she supports the wider educational aims represented by the arts and the Board looks forward to a more rounded educational offering in the future.

Educational achievement rates in the three critical areas of employability, literacy and numeracy, and personal and social development have been broadly static over the last year when compared to the previous year, at 98%, 85% and 99% respectively. The achievement at these levels, however, is a significant increase on the agreed benchmark targets of 90%, 80%, and 90%. Although the total of level 1 and level 2 certificates is down when compared with last year, the reduction is due to a larger number of level 2 qualifications which take longer to achieve but which contribute more to employability after release.

These impressive results have been achieved against two major systemic difficulties: the impact of the prisoner's sentence plan which sometimes contains vague educational recommendations such as a prisoner needing 'vocational skills', rather than a more focused individual learning plan after a detailed assessment of educational needs. This has not been helped by the National Careers Service handing back its contract, and the absence of an independent information advice and guidance provision. PeoplePlus, however, has risen to the challenge by creating an orientation provision to plug this gap, and has worked hard with the prison to make sure that other interventions in the induction programme are brought together in a shorter period of time than the six weeks that the programme was taking earlier in the reporting year. This has allowed prisoners to be allocated to suitable activities more quickly, thus providing the opportunity of wages to prisoners at an earlier point after reception, rather than them borrowing from other prisoners with the inevitable debt and difficulties that this brings.

Despite this welcome advance, a difficulty the Board has noted is that the critical operational interface between the staff in the accommodation units and the education unit has room for considerable improvement; in just two typical weeks' detailed data, a total of 202 prisoners failed to attend an educational session, equivalent to an average loss, without acceptable reason, of 5.6% a day of those prisoners scheduled to attend. This is a significant waste of expensive resources and the Board looks forward to the prison's management being able to reduce this unacceptably high figure in the year to come. The Board, however, does acknowledge the cooperation between the library and the prison in improving contact for prisoners isolating themselves, all of which are now approached by the library to ensure they are not off the radar for its services.

10. Work, vocational training, and employment

As the year progressed, the take-up of the jobs available at the prison has risen to 80% from the 72% reported last year, with a total of 739 work places. Funding has now been approved for a further 150 work places to be introduced and the aim of the prison is to keep the level of attendance at 80%. This will be a challenge but the

prison is confident they can achieve it and the IMB is hopeful that this will be a big step in increasing the prison's rehabilitative culture.

Courses with qualifications are available in plumbing (levels 1 and 2), carpentry, plastering, streetworks (practical infrastructure bricklaying), waste recycling, car mechanics, British Institute of Cleaning Services (BICS), and horticulture.

Prisoners can also be employed in the domestic and 'hotel' requirements of the prison as orderlies, laundry workers, and servery workers on the wings, and are also employed in the kitchens. A local initiative of prisoner repair groups to carry out basic maintenance tasks, the Board is informed, is to start shortly.

A new workshop producing textiles for prison use is being run, although prisoners do not at present end up with a qualification from this activity.

It is also regretted that although release on temporary licence (ROTL) opportunities continue, the number able to access this useful rehabilitative scheme (two at 31 May 2019) remains very low.

11. Resettlement preparation

Employment, accommodation, and universal credit on release remain important issues for the men at HMP Wayland, and if men are to receive the best chance of not re-offending, especially if they have no settled family support, it is critical these issues are dealt with before they leave the prison.

To improve addressing these issues, since June 2018 HMP Wayland and the Norfolk and Suffolk community rehabilitation company (CRC) have introduced a weekly discharge board. Under this arrangement all prisoners, 12 weeks before they are due to be released, are interviewed by the CRC. The discharge boards can also be attended by various agencies, for example Phoenix Futures, Job Centre Plus, Anglia Care Trust, and the Ipswich Housing Action group. Each prisoner's offender supervisor should also attend. These interviews take place in the prison every Wednesday morning, with eight appointments, and more than 380 men have attended since the board was set up.

The prisoners are asked a series of questions to enable a needs profile to be constructed, and this starts the process of the CRC, agencies, and offender supervisor arranging accommodation, employment, a bank account, proof of identity, and most importantly universal credit on release.

As hoped, this works reasonably well for the 'local' prisoners but because some 86% of prisoners originate from out of the prison's 'local' catchment area the IMB has

found it extremely difficult to obtain any meaningful statistics covering the success or not of the CRCs for these men.

We highlighted last year the high numbers of OASys reports not completed. Such absence impacts on progression towards parole hearings and eventual release. The total number outstanding was 242 at the year end with 198 due to be completed by the prison, and is an increase on last year's figure of 206, of which there were 154 down to HMP Wayland.

C. Work of the Board

To do this work the Board engages with prisoners in a number of ways. During rota visits we respond to prisoner applications, usually by visiting prisoners on the wings, to gain a better understanding of their problems and, if appropriate, investigate their complaints with the staff responsible.

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

We conduct surveys, involving questionnaires for prisoners, on a variety of issues.

We attend reintegration reviews and adjudications.

We take part in regional training given by national trainers, and governors and other prison staff frequently talk to us at our Board meetings about specific issues to increase our understanding of life in the prison.

We raise issues with the Minister if deemed necessary.

Board Statistics

Recommended complement of the Board	21
Number of Board members at start of reporting year	9
Number of Board members at the end of reporting year	5
Total numbers of visits to the establishment	568
Total number of segregation reviews attended	108

Applications to the Board

<u>Code</u>	<u>Subject</u>	<u>Current</u>	<u>Previous</u>
		<u>Year</u>	<u>Year</u>
A	Accommodation	4	15
B	Discipline	10	30
C	Equality	6	6
D	Purposeful activity	17	13
E1	Letters, visits, phones	27	17
E2	Private monies	29	22
F	Food and kitchens	6	3
G	Health	39	28
H1	Property within the establishment	43	35
H2	Property from other establishments	60	39
H3	Canteen, catalogues	11	1
I	Sentence management	50	39
J	Staff/offender concerns	28	25
K	Transfers	26	22
TOTAL		356	295