



Annual Report of the Independent Monitoring Board at HMP/YOI Hollesley Bay

For the reporting year

1 January – 31 December 2019

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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 is situated.

Under the National Monitoring Framework agreed with Ministers, the Board is required to:

- 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
- inform promptly the Secretary of State, or any other official to whom authority has been delegated as it judges appropriate, any concerns it has
- 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.

The Optional Protocol to the Convention against Torture and other Cruel, Inhumane or Degrading Treatment or Punishment (OPCAT) is an international human rights treaty designed to strengthen protection for people deprived of their liberty.

The protocol recognises that such people are particularly vulnerable and aims to prevent their ill-treatment through establishing a system of visits or inspections to all places of detention.

OPCAT requires that States designate a National Preventative Mechanism to carry out visits to such places of detention, to monitor the treatment of and conditions for detainees and to make recommendations for the prevention of ill-treatment. The Independent Monitoring Board (IMB) is part of the United Kingdom's National Preventative Mechanism.

2. DESCRIPTION OF THE ESTABLISHMENT

- 2.1** HMP/YOI Hollesley Bay is a rambling open prison, with capacity for up to 485 adult and young (aged 18–21 years) 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 (approximately 20 miles away).
- 2.2** As an open prison, Hollesley Bay only accommodates prisoners who are category D – in other words, those assessed as of least risk to the public.
- 2.3** All prisoners, unless excused for medical or age reasons, are occupied in daytime working hours. Approximately 100 at any time will work in jobs or community service outside the prison (see paragraph 7.3.9). The remainder work at the prison or attend practical training courses or education.
- 2.4** 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 section 7). Sentence planning by offender supervisors (OSs) 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 their self-behaviour. They are encouraged in this via the incentives and earned privileges (IEP) system and progressive stages of release on temporary licence (ROTL).
- 2.5** The eight accommodation units – Hoxon, Stow, Bosmere, Cosford, Wilford, Blything, Samford and Mutford – each houses between 40 and 80 prisoners. Most are in single accommodation but there are about 40–45 double occupancy rooms and a few quadruple rooms, housing in all approximately 100+ of the prisoners.
- 2.6** 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 gym; and an industrial-class kitchen, which also serves nearby HMP Warren Hill.
- 2.7** Administration, including the Governor, Deputy Governor 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.
- 2.8** In mid-2019, it was announced that the prison would in future begin to accept more men convicted of sexual offences, and negotiations are currently under way to finalise the details, agree staffing arrangements and establish training routines. It is expected that these arrangements will conclude in mid-2020.
- 2.9** At approximately the same time, the long-term Governor (of 12 years) was transferred to HMP Norwich and a new Governor, Mr Garry Newnes, whose previous appointment was at HMP Highpoint, in South Suffolk, was appointed.

3. EXECUTIVE SUMMARY

3.1 Background to this report

- 3.1.1 The Governor introduced his first strategy document, *Vision, Priorities and Objectives 2019–2020*, at the prison within the first two weeks of taking up his appointment, and a comprehensive communications strategy was implemented within the first two months.

The priorities were identified as follows:

- a) to develop a rehabilitative culture – by understanding the prisoners and promoting a culture which is safe, decent and will encourage change
- b) to re-energise professional development – by working with colleagues and partner agencies to realise their full potential and be more confident in their roles
- c) to increase paid work opportunities for the prisoners in custody at Hollesley Bay – by working with national and local employers, focusing on what we can do.

- 3.1.2 The vision document was supported by specific ambitions which were well communicated to all staff and throughout the organisation. For example, these included expansion of the Government Facilities Services Ltd. (GFSL; part of the Ministry of Justice) schemes, whereby prisoners would learn trades and skills by working with skilled tradespeople carrying out work on-site; better understanding of the equality agenda and paying specific attention to the Equality Act 2010 protected characteristics; and meeting the four Inspectorate ‘healthy prison tests’. These ambitions are fully on view as one enters the gatehouse to the prison.

- 3.1.3 The Board welcomed this approach and is fully supportive of the framework described.

- 3.1.4 **Please note that this report was compiled contemporaneously during the report period and prior to the COVID-19 virus becoming pandemic, and certain evidential statistics or trends are unobtainable due to this unprecedented situation.**

3.2 Main judgements

How safe is the prison?

- 3.2.1 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 six years.

How fairly and humanely are prisoners treated?

- 3.2.2 The Board believes that prisoners are treated fairly, humanely and consistently at the prison and that there is a culture within the prison that encourages dignity and respect between staff, staff and prisoners, and prisoner to prisoner. However, it is recognised that this is an area where complacency cannot set in and there has to be continual re-enforcement of this approach.

How well are the prisoners' health and wellbeing needs met?

- 3.2.3 Healthcare services within the prison are provided by Care UK seven days a week, but not on a 24-hour basis. Out-of-hours care is provided by ringing NHS 111 services. Healthcare checks, including mental health and medication reviews, are completed on each prisoner by professionally qualified practitioners within 24 hours of arrival at the establishment.
- 3.2.4 The healthcare department has good contacts with a local GP practice, which provides four GPs on a rota basis. Dentistry, ophthalmic and podiatry care needs are met, with no issues raised in 2019, and the pharmacy is well stocked and staffed, again with few concerns raised.

How are prisoners progressed towards successful resettlement?

- 3.2.5 Following induction, all prisoners, other than those who are long-term sick or past retirement age, are required to be purposefully engaged while at the establishment.
- 3.2.6 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 to engage in a vocational training course or education class.

3.3 Main areas for development

To the Minister:

1. The Board at HMP/YOI Hollesley Bay recognises and fully supports the increased efforts being put into securing training and employment opportunities for prisoners within the local community and in the 'workshop' environment in the prison itself. However, it is also recognised that a more systematic approach towards individual prisoner development would be enormously beneficial to the prisoners themselves, and to those who provide the services. It would lead to a greater focus on 'what works and what matters'.
2. On a national scale, that the recommendations of the review of education provision in the UK's prisons, undertaken by Dame Sally Coates over five years ago, are revisited, and any good practice identified from any prison within the UK promoted and considered for adoption across the entire Prison Service.

To the Prison Service:

It is recommended:

1. that a comprehensive review is undertaken of the physical condition of HMP/YOI Hollesley Bay, and that a capital programme is established for both the refurbishment and, where necessary, the replacement of the existing facilities.
2. that courses and educational opportunities offered within prisons are more varied and reflect the vacancies within the regional job markets more accurately, and that funding is made available to assist prisoners become suitably qualified via courses that have traditionally been excluded because they are more expensive to run.
3. that video conferencing is enabled. The Board continues to be disappointed that video links are still not in place, forcing prisoners to be transferred for indefinite periods to local closed conditions for such facilities. This issue has been raised for the last three years, with no progress made.

To the Governor:

1. While it is recognised there has been significant progress made in increasing the volume of opportunities for work placements outside of the prison, there is an underlying concern that the quality of educational provision at Hollesley Bay could be enhanced.

3.4 Progress since the last report

Considerable progress has been made since the last annual report was issued. While not being critical of the previous Governor, it is evident that a fresh pair of eyes has resulted in a different emphasis, accompanied by new priorities:

- improved communications with staff, prisoners and the local communities
- increased emphasis on the equality agenda
- greater emphasis on outside employment opportunities for prisoners
- improved employment opportunities within the prison for prisoners
- capital investment in buildings that have been neglected for several years.

It is pleasing to see that the prison's values and priorities are clearly displayed at the main gate and throughout the site.

The Board welcomes the increased emphasis placed upon employment opportunities for prisoners.

The Board welcomes the capital investment made in the showers in Bosmere unit.

A number of other improvements may be found at *Section 8*.

4. SAFETY

4.1 Reception and induction

4.1.1 From their arrival at HMP/YOI 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 and purposefully through the last stage of their sentences.

4.1.2 However, being an open prison with low staffing levels (relative to a closed establishment), prisoners have to sustain good behaviour to avoid transfer back to closed conditions. Such decisions are based on OSCAR assessments (Open Conditions Suitability Assessment), and typical reasons for transfers back to closed conditions include:

- violence or threats to staff or other prisoners
- risk of absconding
- risk to the public
- substance abuse.

4.1.3 In 2018, transfers back to closed conditions stood at 10–15 per month. Under the regime of the new Governor, these figures were beginning to fall. However, in late 2019, after a slight relaxation on certain lesser offences and a crackdown on the possession of illegal substances, transfers still ran at an average of 14 per month.

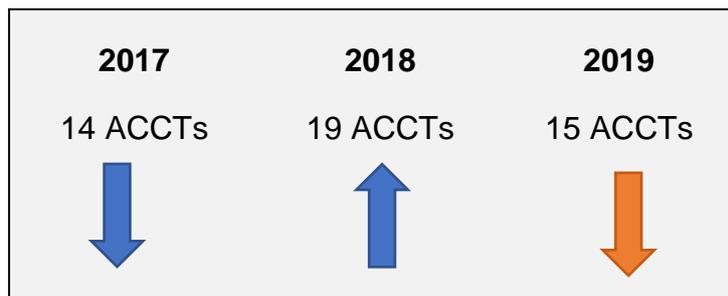
4.1.4 The total for the year (out of a population of 261 who were considered for ‘return to closed’) was 178 who were actually returned, giving the average mentioned above. However, there is an expectation that this will reduce next year as the figures were heavily skewed by an influx of ‘spice’¹ in November, resulting in 28 prisoners being returned to closed conditions.

4.2 Suicide and self-harm, deaths in custody

4.2.1 Among the most serious actions at any time is the opening of an assessment, care in custody and teamwork (ACCT) document. All staff are reminded of the importance of opening ACCT documents whenever they have any concerns at all for a prisoner’s wellbeing, and consider that they may be at risk of self-harm.

4.2.2 Files are automatically opened and maintained whenever an ACCT is in operation concerning a prisoner’s wellbeing. In the reporting year, 15 were opened, compared with 19 in 2018 and 14 in 2017. The average time that each ACCT was open was one week or less. There were no constant watches during the year but if this heightened level of monitoring is required for more than a short period, then the prisoner may be transferred back to closed conditions.

¹ Spice is a mix of herbs (shredded plant material) and laboratory-made chemicals with mind-altering effects. It is often called ‘synthetic marijuana’ or ‘fake weed’ because some of the chemicals in it are similar to ones in marijuana. However, its effects are sometimes very different from those of marijuana, and often much stronger.



Number of ACCTs opened from 2017 to 2019

4.2.3 Hollesley Bay, being an open prison with a lower ratio of staff per prisoner, lacks the facilities and staff to provide the level of care required for the more serious cases. However, of this year's cases, no prisoners had to be transferred out to closed conditions for closer attention and their own safety and wellbeing. The Board considers this a very positive achievement.

4.2.4 Open ACCTs are noted on the daily briefing sheets, giving the prisoner's name, number and unit. However, in addition to this, the establishment has adopted a policy of updating staff via email with reviews as they occur. This is good practice and it ensures that everyone is kept fully in the picture. Board members check the log books on the residential units and visit prisoners when there is an open ACCT.

4.2.5 There were two acts of self-harm reported in 2019, both precipitated by a prospective return to closed conditions for the prisoners concerned.

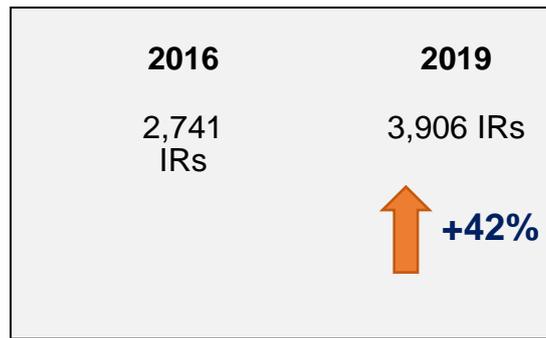
4.2.6 There were no deaths in custody during the reporting year.

4.2.7 Personal evacuation and emergency plans were issued to 31 prisoners in 2019, highlighting the assistance required should the need arise.

4.3 Violence, violence reduction and self-isolation

4.3.1 Incidents of assault numbered four against staff and three against prisoners, in comparison with three and four, respectively, last year. None of them resulted in serious injury.

4.3.2 Intelligence reports (IRs) from all quarters play an important role in ensuring safety in the prison, and these are discussed daily at the Governor's recently introduced 'morning stability meetings', with the appropriate actions being taken. Over recent years, with staff increasingly alert to their relevance, the number of IRs has steadily increased year on year, from a total of 2,741 in 2016 to 3,906 in 2019, a 42% increase in four years.



Increase of intelligence reports completed from 2016 to 2019

4.3.3 Challenge, support and intervention plans (CSIPs) have been used at Hollesley Bay since their introduction to the prison in 2019. Their introduction has been regarded as good practice, and in the open prison context they are used to support individuals, rather than as a tool to challenge negative behaviour. In the reporting year, 41 referrals were made, of which one progressed to a full CSIP intervention plan.

4.3.4 Bullying is not tolerated and is a rare occurrence at the prison but in the occasional cases, victims are given compassionate support under a challenge, support and intervention plan (CSIP) intervention. Thereafter, such incidents are closely monitored by prison staff and on Board rota visits. Perpetrators are normally removed and transferred to closed conditions.

4.3.5 There were six absconds and six ROTL or release failures during the year. 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 2,700 ROTLs per month. This allows approximately 100 prisoners to be out of the prison on a daily basis as part of their rehabilitation back into non-custodial living. The Board considers that remaining well below the ceiling of the total number of absconds anticipated on an annual cycle is a notable achievement.

4.3.6 Staff are increasingly wearing body cameras, and their use is encouraged by the Board.

4.4 Vulnerable prisoners, safeguarding

4.4.1 The daily 'notice to colleagues' publication records all prisoners who are on an ACCT or are regarded as vulnerable in other ways. The notice records any incidents, the prisoner's name and number, and any actions that need to be undertaken. A log of this information is also kept at the gatehouse.

4.4.2 Worthy of particular note is Samford unit, which accommodates older prisoners (those over 65 years of age). 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.

4.5 Use of force

4.5.1 For the calendar year 2019, staff had occasion to use force 35 times, of which just one included physical restraint and was recorded as 'control and restraint'. The

other 34 occasions involved the application of handcuffs on prisoners being moved to reception prior to transfer. This policy has now been changed, and the 2020 figures will look very different.

4.6 Substance misuse

- 4.6.1 The prison has a very comprehensive drugs and alcohol strategy, obviously aimed at reducing supply and use, and providing good support services.
- 4.6.2 Drug strategy meetings are held two-monthly, chaired by the security governor, with all key departments sending a representative or written report. Performance, practice and provision are monitored and reviewed, with members sharing experience and information. An IMB member attends these meetings and has been impressed by this multidisciplinary approach, which engenders good working practice.
- 4.6.3 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, IRs are completed and submitted to the security department for investigation.
- 4.6.4 Drug and alcohol services have been provided by Phoenix Services since 2018, and there were two changes of personnel at senior management and practitioner levels during the reporting year. Nevertheless, new courses (Mindfulness and Recovery through Nature, for example) have been introduced, along with increased flexibility of timings which allows those who work outside of the prison or who are on town visits or home leave to attend. The 'drop-in' service is particularly helpful in this respect.
- 4.6.5 Drug finds in 2018 totalled 109, with the majority of these being cannabis and psychoactive substances. In 2019, there were 82 drug finds, a decrease of 27 (25%) on the previous year, and, again, the majority of finds comprised cannabis and psychoactive substances.
- 4.6.6 Mandatory drug testing was increased in 2019, bringing the prison in line with the recommended Ministry of Justice guideline of 10%. The number of prisoners tested in 2018 was 196 and this increased to 291 in 2019, which represents an approximate 50% increase. The number of prisoners proving positive under this regime in 2018 was 15 (7.7% of the total), whereas in 2019 the corresponding number was 34 (11.7% of the total).

5. FAIR AND HUMANE TREATMENT

5.1 Accommodation, clothing, food

- 5.1.1 Rooms in the residential units are largely adequate and, for the majority, single occupancy, but approximately 100 prisoners 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 the canteen.
- 5.1.2 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 the surrounding grounds for spring and summer.

- 5.1.3 Appropriate clothing is provided for the prisoners to undertake their work.
- 5.1.4 The Board considers that food at the prison, especially lunch, consisting of soup, a baguette and a small packet of crisps, is just about adequate, but little more. This was reported last year and in the previous year, and, although agreed via the prison's food committee, the Board maintains its position. However, Board members are frequently reminded that the daily cash allowance for feeding a prisoner is less than £2.05 per day, and the constraints under which the prison operates are well understood.
- 5.1.5 In a move to encourage greater prisoner independence and a contribution towards greater self-sufficiency and independent living, two microwave ovens per unit give prisoners the ability to cook or heat their own food. The Board greatly welcomes plans for cooking facilities within the residential units to be augmented in the near future, as satisfaction with the food is not high. In the next year (2020), the Governor intends to introduce further moves towards self-sufficiency in Mutford unit.
- 5.1.6 Laundry facilities exist in all units, mainly under the management of an appointed orderly, and clothing is regularly washed.
- 5.1.7 Last year, the Board's annual report drew attention to the inadequate and wholly unreliable plumbing in both the old and new buildings. Hot water and water pressure for the showers is a frequent problem and often the cause of multiple complaints, and the need for a major overhaul was identified. During 2019, some improvements have been carried out, particularly to the showers in Bosmere unit. Nevertheless, the infrastructure of the prison is creaking, and a comprehensive plan of modernisation and refurbishment is required throughout the establishment.
- 5.1.8 Overall, the fabric of the complex is old and suffers typically from accompanying problems such as leaking roofs, faulty guttering, broken and unsafe paving, and ill-lit areas in winter.

5.2 Segregation and special accommodation

- 5.2.1 Hollesley Bay does not have a segregation unit, and the only cells at the prison are in the reception unit. These are normally used to hold prisoners briefly during the day, prior to returning them to closed conditions.

5.3 Staff/prisoner relationships, key workers

- 5.3.1 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 prisoners 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 to and cooperative with the prisoners.
- 5.3.2 As a Board, we too enjoy good relationships and an open-door access to the governors and officers at all levels. There is a culture of free-flowing information from all staff to the Board.
- 5.3.3 A prisoners' council was introduced in 2019. This is led by the prisoners and it actively considers all aspects of prison life. It meets monthly, and functional heads of

service are invited to attend and provide insight into the services they are responsible for. The meeting is recorded and minutes are published and widely distributed. The council is also used as a vehicle for consultation on new policies and procedures.

5.3.4 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.

5.3.5 Canteen, the means for prisoners to purchase their own provisions, has proved problematic, with some concerns surrounding the correct delivery of orders and possible theft. Plans are currently in hand to tighten security in this respect.

5.4 Equality and Diversity

5.4.1 Since the release of the Lammy report, much has changed over the past year at Hollesley Bay. The previous equality action team (EAT) meetings have been replaced by diversity and inclusion meetings. Meetings take place on a monthly basis.

5.4.2 Independent and objective advice has been procured from an external source, Ipswich and Suffolk Council for Race Equality (ISCRE), contractually for five hours per week. Black and minority ethnic prisoners participate in a forum prior to the *Diversity and Inclusion* meetings, to scrutinise all aspects of prison life by exploring the records and statistics. Their findings are then presented to the *Diversity and Inclusion* meeting for further discussion.

5.4.3 Unit representatives have been replaced in a change to the approach, whereby there are trained representatives appointed to deal with all aspects of the protected characteristics – gender, age, disability, race and sexual orientation.

5.4.4 Future plans at the prison include the development of an ‘diversity, inclusion and safety suite’, which will include training rooms, counselling rooms and an office for ISCRE.

5.4.5 Good use is made of ‘Way Out TV’, to pass on information and to keep prisoners informed of developments – for example, about Black History Month, which was well supported by the prison.

5.4.6 The prison makes arrangements for prisoners to celebrate most world faith religious celebrations – Ramadan, Eid, Diwali and Christmas, for example.

5.4.7 One slightly negative point is that the large family days, which were well supported, have been abolished owing to a much larger use of ROTL for home visits.

5.5 Faith and pastoral support

5.5.1 All prisoners 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.

5.5.2 At both Christmas and Easter, the prison is to be commended for putting on additional family visits. The lack of public transport facilities, however, from Ipswich station to Hollesley Bay, a distance of some 20 miles, adds difficulties for families with modest means.

5.5.3 In relation to pastoral support, the chaplaincy is always available to support prisoners, of whatever religion or faith, in times of bereavement or family tragedy.

5.6 Incentives and earned privileges

5.6.1 IEP 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, the 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.

5.6.2 Statistics are available for every movement, up or down, in the scheme, and the figures incorporate percentages for black and minority ethnic prisoners 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.

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

5.7 Complaints

5.7.1 A member of the Board liaises regularly with the complaints clerk and monitors how both the internal and external complaints are dealt with.

5.7.2 There were 168 complaints in 2018. In 2019, the total rose to 234. For the most part, the increase between 2018 and 2019 was caused by prisoners’ dissatisfaction with their accommodation and, in particular, with their showering facilities, as mentioned earlier, and with the OMU, which deals with ROTL licences. The Board assessed the full year’s data and no specific trends were identified, which is consistent with the findings of the prisoner complaints clerk.

5.7.3 All complaints were handled with understanding and were processed within the required timeframe while following prison guidelines and procedures. Overall, scrutiny of the system is undertaken by the Deputy Governor, who checks the prison’s complaints log on a monthly basis and makes a written note if and when he has felt it necessary to follow up or question any decision or outcome.

5.8 Property

5.8.1 The loss of property (about which the prison received 14 complaints), particularly on transfer from another prison, was less of a problem than in previous years.

5.8.2 However, the contacts made with other prisons about property lost on transfer rarely resulted in any positive action being taken, and prisoners were then advised to pursue matters via the Prisons and Probation Ombudsman.

5.8.3 Hollesley Bay has adequate facilities and well-run routines for the storage of property, and the staff are very thorough in their record keeping, although still use a manual record card system.

6. HEALTH AND WELLBEING

6.1 Physical healthcare

- 6.1.1 The healthcare provision at the prison is adequate, and the Board is satisfied that the healthcare needs of the prisoners at the establishment are being met. The Board commends the Care UK healthcare team for all of their dedication and hard work during the year.
- 6.1.2 Routine and emergency appointments are available, together with a weekly 'drop-in' clinic. A GP is available on-site for morning clinics on alternate days during the week only. There are also two registered nurses on shifts, as well as an additional support worker, a mental health registered nurse, and administrative and pharmacy staff on-site.
- 6.1.3 During the reporting year, a total of 1,396 GP appointments were made, of which 119 were subsequently cancelled either by the prisoner themselves or by the healthcare team. Prisoners failed to attend 80 of the booked appointments (6%).
- 6.1.4 A number of nurse-led clinics are also offered, and in 2019 there were 3,644 such appointments made, of which 391 were subsequently cancelled and 94 were lost as a result of prisoners failing to attend (2.6%).
- 6.1.5 There are good links in place with hospices, hospitals and Macmillan Cancer Support in the local area. During 2019, only 71 prisoners were sent for urgent secondary care in the local hospital.
- 6.1.6 Towards the end of a prisoner's sentence, the healthcare team will contact the appropriate local authority social services department to establish a relationship with the prisoner prior to leaving the prison.
- 6.1.7 A dental team visits the prison on a weekly basis. During 2019, 743 dental appointments were made, with 122 being cancelled (16.4%). This is a disappointingly high percentage, and the Board recognises that it requires further investigation.
- 6.1.8 Facilities for wheelchair users and those with chronic conditions requiring close monitoring can be provided on one of the wings if required.
- 6.1.9 During the reporting year, there were 30 complaints made regarding healthcare. This compares with 26 in 2018. Healthcare-related complaints are handled by healthcare staff, and the Board has no access to them but has been informed that none were escalated to a higher level.
- 6.1.10 A healthcare forum is held on a monthly basis for prisoners. The topics for discussion are varied and depend on what the prisoners wish to discuss. Part of the forum is used for the healthcare staff to discuss positive aspects of healthcare – for example, if waiting lists have reduced or a particular staff member has helped someone over and above their usual duties. At the end of each forum, the participants are asked to suggest a topic to discuss under the banner of health promotion for the following month. Attendance at the forums averages between five and nine prisoners per month, ideally with representation from each residential unit.

6.2 Mental healthcare

- 6.2.1 According to research, approximately 20% of the prison population have some form of mental health issue. Prisoners requiring such support are referred to a psychiatrist who regularly visits the prison. During the reporting year, there were 1,327 mental health appointments made.
- 6.2.2 To support the mental health team, Improving Access to Psychological Therapies services were commissioned in 2019, starting in April 2020. This will be managed as a separate contract to the Care UK contract for healthcare.

6.3 Social care

- 6.3.1 Monthly healthcare forums are held for healthcare representatives from each wing. These are usually well supported, and the Board is invited and occasionally attends.
- 6.3.2 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 healthcare forums.

6.4 Exercise, time out of cell

- 6.4.1 As Hollesley Bay is an open establishment, prisoners can access the extensive grounds, which include sports pitches, during their free time. The gym is well used and well supervised. The range of equipment is good.

6.5 Drug rehabilitation

- 6.5.1 Phoenix Futures took over the provision of services in 2018.
- 6.5.2 Staff have worked hard over the past year to ensure that help, advice and support have continued, with a minimum of disruption to service provision.
- 6.5.3 In 2019, Phoenix Futures was working closely with about 55 prisoners at any one time, which represents approximately 11% of the prison's population. It has carried out assessments, provided one-to-one and group sessions, and established links with outside agencies, and is a valuable source of knowledge, information and support.
- 6.5.4 The prison and service provider worked together to produce a drug and alcohol strategy and a psychoactive substances strategy, both of which were updated in the year.

6.6 Soft skills

- 6.6.1 There are a number of healthcare awareness programmes (see paragraph 6.3.2).
- 6.6.2 Generally, within the prison there is a culture of encouraging lifestyles, healthy food and keeping fit, especially amongst the younger prisoners.

7. PROGRESSION AND RESETTLEMENT

7.1 Education, Library

- 7.1.1 All new prisoners take a test when they arrive at the establishment, to assess their functional skill level in English and mathematics.
- 7.1.2 Some prisoners progress to a higher level in English and mathematics during their time at Hollesley Bay but the numbers are not large. Between March 2018 and April 2019, only eight prisoners completed level 1 English and three completed level 2. In the same period, three completed level 1 mathematics and seven completed level 2.
- 7.1.3 Under the new regime at the prison, there has been greater emphasis placed on work placements, and there is active discussion under way to try to establish genuine job opportunities for the prisoners, thereby enhancing their employment opportunities for when they leave the prison.
- 7.1.4 All prisoners have a personal development plan containing educational objectives, but plans would benefit from more regular reviews. The incentive scheme, whereby prisoners receive £50 for achieving the next level in any skill, has been discontinued.
- 7.1.5 Support for prisoners with learning difficulties is attempted. The Shannon Trust mentoring scheme appears to have a low take-up. The education department has one learning support teacher.
- 7.1.6 The library is reasonably well used, with prisoners reading newspapers, magazines and a few books, and many borrowing DVDs. The librarian puts on an interesting and varied programme of talks by outside speakers.
- 7.1.7 It also offers Storybook Dads, which gives fathers the opportunity to record a children's story on a CD, which is professionally dramatised and sent to the family.

7.2 Vocational training, work

- 7.2.1 Roles within the prison cover areas such as gardening and grounds maintenance, recycling, cleaning, kitchen work, transport, driving and orderly positions.
- 7.2.2 Vocational training covers areas such as bricklaying, plastering, painting and decorating, recycling, multi-skills, carpentry, motor mechanics, physical education, barista training and horticulture. Unfortunately, at the time of writing, the forklift course is no longer running, although the prison is actively looking for another provider. Vocational courses last up to 20 weeks and participants can gain nationally recognised City and Guilds Level 2 accreditation. The aim is to provide accredited courses which reflect current vacancies in the job market.
- 7.2.3 The main gap in provision is in information technology (IT). The IT teacher has left, and no decision has yet been made on future provision. Six learners have been unable to complete their courses.

- 7.2.4 One of the most successful courses is for sports personal trainers. Out of 126 who enrolled on courses, 117 (93%) completed and gained a level 2 national vocational qualification between March 2018 and April 2019. The catering courses run in the staff mess, and the horticulture courses also attract large numbers, with 119 and 47, respectively, achieving qualifications between March 2018 and April 2019.
- 7.2.5 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 which support the maintenance of the establishment.
- 7.2.6 There are waiting lists from time to time for certain courses, but they are fairly managed by members of the resettlement team and allocation board.
- 7.2.7 As described below, the prison and PeoplePlus 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.
- 7.2.8 Two new workshops were introduced in 2019. The first is a packaging workshop in partnership with Thomas Ridley (a wholesale food and catering company), where prisoners make up welcome packs for the hospitality industry, and Center Parcs in particular. The second, which is still being developed, is a collaboration involving the New Futures Network and LMB (a large employer in prisons that regrades and recycles clothes and provides cloths for the motor trade) in the former boiler house, and it is likely to employ approximately 30 prisoners. The central hub for this work is HMP Highpoint, and Hollesley Bay is a satellite site.
- 7.2.9 Prisoners no longer have to be within the last 12 months of their sentence to take up 'community roles' but must have met the eligibility and suitability criteria to take these up. The number of prisoners in paid work in March 2019 was 28, and just prior to the COVID-19 pandemic it was 62. The prison had an average of 70 prisoners in community placements over the whole of 2019.
- 7.2.10 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 directly with their CVs.
- 7.2.11 The overall aim is to increase the opportunities available to prisoners to gain access to employment prior to leaving the establishment.
- 7.2.12 However, a difficulty exists, as the majority of prisoners' destinations on release are seldom within the 'travel to work' area of the prison, so continuation of employment is rare. However, at least the skills acquired and experience gained will help toward eventual employment.
- 7.2.13 Moreover, in this context, the resettlement team is 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.
- 7.2.14 The Board understands that a significant disappointment for senior staff at the prison was a national decision to remove the funding for an information and guidance worker.

7.3 Offender management and progression

Family contact

- 7.3.1 Furtherance of family engagement and a more individual approach to ROTL have been adopted, taking into account such events as parents evenings, graduations, marriages and funerals and any other significant occasions that may arise within the prisoner's family.
- 7.3.2 Maintaining family links is encouraged. The visits centre is spacious and welcoming. There is space enough for privacy, and it is worth noting that the prison's policy and procedures only require searches of visitors' bags, a practice we consider reasonable and relatively non-invasive.

Resettlement planning

- 7.3.3 The resettlement of prisoners permeates almost all departments at the prison, all working in unison. They include the OMU, and the resettlement, education, work placement and reducing reoffending 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.
- 7.3.4 On reaching the prison, a large percentage of prisoners arrive with only a basic offender assessment system (OASys) assessment 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.
- 7.3.5 At the time of a prisoner's arrival and induction process, sentence planning includes testing for literacy and learning levels, and an opportunity is offered to prisoners for extra tuition in literacy and mathematics. Prisoners are also given information on the types of work and courses that are available to them while at Hollesley Bay; their preferences are noted and acted upon as far as possible.
- 7.3.6 Towards the end of their sentence, and as soon as a prisoner reaches the '12 weeks remaining' point (prior to release), his OS activates an alert process with all necessary agencies, including the Probation Service and/or CRCs, healthcare staff and the police. The OS helps and supports the prisoner to navigate through the bureaucracy attached to leaving prison and settling back into life outside.
- 7.3.7 Offending behaviour programmes, such as Sycamore Tree and Fire Break, are offered, both of which have proved popular, according to the feedback received from prisoners. These courses can be extremely effective in helping to re-establish a prisoner's 'moral compass'.
- 7.3.8 ROTL plays a huge part in prisoners' resettlement process, and it takes different forms. There is resettlement day release for those working away from the prison; resettlement overnight release for family contact; special purpose release for bereavements and suchlike; short duration release for visits to job centres; and family engagement release.
- 7.3.9 Much effort is made to secure jobs but more is required, as only approximately 25% of prisoners, on average, find work outside, and for only a third of them is it paid. Nevertheless, the volume of paid work doubled in 2019 when compared with the previous year although this number is heavily reliant upon staff availability.

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.

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

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

7.3.12 At Christmas 2018, it was notable that 141 prisoners (approximately 30% of the average population) had been allowed home on overnight release, and all had returned without incident. In 2019, over the same periods of Christmas and New Year, there were 242 prisoners on ROTL, an increase of 101 (72%) – a noticeable change.

Appendices (8, 9; A–C): Improvements; The work of the Board; Applications to the IMB; Glossary

8. IMPROVEMENTS

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

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

8.1.3 There has been a marked increase in the number of IRs, helping managers to monitor all aspects of activity at the prison.

8.1.4 As a result of the possibility of the establishment taking in prisoners convicted of sexual offences, it has continued to liaise with local communities, and the Board is pleased to have observed much closer relationships and understanding with the nearby parishes.

9. THE WORK OF THE IMB

9.1 Visits monitoring figures

9.1.1 Total for the year: 201.

9.2 Applications

9.2.1 During 2019, there were 34 applications to the Board, averaging three per month, fewer than one per week, all of which were processed as quickly as possible while following IMB guidance and procedures. All applications were handled with understanding and a written or face-to-face response. A number of applications were made on the same issue by the same prisoner.

- 9.2.2 Numerically, the category accounting for the largest number of adjudications and Board applications was healthcare – physical, mental and social care – with eight applications submitted (24%). This was followed by five in each of the categories of: purposeful activity, sentence management and transfers, collectively a further fifteen complaints, 28% of the total.
- 9.2.3 It is pleasing to note that there were no applications about discipline, money, bullying or canteen provision. When walking around the site, Board members are often approached by prisoners to discuss minor issues, and these cases may not always be recorded as applications unless they require more formal follow-up action.

A: Board Statistics

BOARD STATISTICS 2019	
Recommended complement of Board members	8 to 12
Number of Board members at the start of the reporting period	8
Number of Board members at the end of the reporting period (including two dual members from HMP Highpoint)	7
Total number of visits to the establishment	201
Total number of segregation reviews attended	N/A

B: Applications to the IMB

Code	Subject	Previous reporting year 2017	Previous reporting year 2018	Current reporting year 2019
A	Accommodation, including laundry, clothing, ablutions	3	3	3
B	Discipline, including adjudications, IEP, sanctions	2	3	0
C	Equality	2	1	1
D	Purposeful activity, including education, work, training, library, regime, time out of cell	3	3	5
E1	Letters, visits, telephones, public protection restrictions	0	0	1
E2	Finance, including pay, private monies, spends	0	0	0
F	Food and kitchens	3	3	1
G	Health, including physical, mental, social care	5	6	8
H1	Property within this establishment	4	2	4
H2	Property during transfer or in another establishment or location	9	3	1
H3	Canteen, facility list, catalogue(s)	0	0	0
I	Sentence management, including home detention curfew, ROTL, parole, release dates, recategorisation	8	5	5
J	Staff/prisoner concerns, including bullying	8	3	0
K	Transfers	7	3	5
Total number of IMB applications		54	35	34

C: Glossary

Abbreviation	Definition
ACCT	Assessment, care in custody and teamwork
CRC	Community rehabilitation company
CSIP	Challenge, support and intervention plan
EAT	Equality action team
GFSL	Gov Facilities Services Ltd
IEP	Incentives and earned privileges
IR	Intelligence report
ISCRE	Ipswich and Suffolk Council for Race Equality
MAPPA	Multi-agency public protection arrangements
OASys	Offender assessment system
OMU	Offender management unit
OS	Offender supervisor
OSCAR	Open Conditions Suitability Assessment
ROTL	Release on temporary licence
Spice	(slang) Synthetic marijuana – <i>see footnote on p.9 for description</i>