



Annual Report of the Independent Monitoring Board

at

HMP/YOI Hollesley Bay

**for reporting year
1 January – 31 December 2020**

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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 adult (aged 18 –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 (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 presenting the least risk of escape.
- 2.3** All prisoners, unless excused for medical or age reasons, are occupied in daytime working hours. Under normal circumstances approximately 150 (around 30%), which is increasing year on year, will work in jobs or community service outside the prison (see paragraph 7.4.6). The remainder work at the prison or attend practical training courses or education. This figure was significantly reduced for the majority of 2020 due to the COVID-19 pandemic restrictions.
- 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 7.2). Sentence planning by offender supervisors is carried out immediately upon prisoners' arrival and thereafter the main objective is for them to assume more responsibility for themselves, be it in work and/or training, and their behaviour. They are encouraged in this via the incentives and earned privileges (IEP) scheme and progressive stages of release on temporary licence (ROTL).
- 2.5** The nine accommodation units, eight of which are substantial and the ninth classified as 'temporary' are as follows: Hoxon, Stow, Bosmere, Cosford, Wilford, Blything, Samford and Mutford, with each housing between 40 and 80 prisoners. Most are in single accommodation but there are about 40–45 double occupancy rooms and a few quadruple rooms. A new 'temporary' unit was added in 2020, Claydon, which consists of 24 temporary residential units (often referred to as bunkabins) installed during the summer of 2019. These proved to be popular with the prisoners, and the infrastructure to support these units will be improved in 2021 – with an electricity supply, drainage, sanitation, communal space, and so on.
- 2.6** The prison complex includes a dedicated and well-equipped healthcare and pharmacy facility; 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. This kitchen will be replaced by a much-improved facility in 2021, and a temporary 'field' kitchen is available during the transition.
- 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 (St Georges), 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 (MCOSO). This matter has only been progressed marginally during 2020.

- 2.9 At approximately the same time, a new Governor was appointed, and after nearly two years he is now well established in the prison, making changes and leading the staff in a very professional manner.

3. EXECUTIVE SUMMARY

3.1 Background to this report

COVID-19

- 3.1.1 Please note that this report was compiled during the COVID-19 pandemic and the various 'lockdowns' throughout the year. Accordingly, certain evidential statistics, trends or just being able to meet up with staff and prisoners to discuss and verify information, were considerably more difficult due to this unprecedented situation. Nevertheless, the Board would like to record its thanks to the staff for all of the efforts they have made to ensure that the 'monitoring role' remained effective.
- 3.1.2 Additionally, the Board has discussed with prison staff the routines to assist effective monitoring that were introduced during the pandemic that they would like to see retained for the future. These have been discussed and agreed, and include circulation of the routine 'notices to colleagues' (NTCs), 'notices to residents', notifications of adjudication hearings and the decisions made, and so on.

The Board would also like to recognise the invaluable contribution of five members of staff who were lost during the pandemic, two directly due to COVID-19.

3.2 Main judgements

- 3.2.1 Building on the successes of the first strategy document, which was introduced very soon after the new Governor took up post, the second strategy document – *Vision, Priorities and Objectives 2020 – 2021* – was introduced at the prison.

The priorities were identified as follows:

- a) Create and develop a rehabilitative culture – by understanding the residents and promoting a culture which is **safe, decent and will encourage change and make prison 'less like' prison;**
- 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. We will utilise a model of staff supervision and focus training and capability;
- c) Successful reconfiguration and introduction of the MCOSO population by developing an implementation plan. Engaging with key stakeholders and ensuring effective delivery of the Offender Management in Custody model;
- d) Continued emphasis on increasing paid work opportunities for the men in custody at Hollesley Bay by working with national and local employers and focusing on what we can do. This remains a priority from last year.



3.2.2 The vision document was supported by specific ambitions, which were well communicated to all staff and throughout the organisation. For example, expansion of the Gov Facility Services Limited (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 2010 Equalities Act protected characteristics; and meeting the four 'healthy prison' tests of **safety, respect, purposeful activity, and rehabilitation and release planning.**

3.2.3 In addition to the above, the prison introduced a set of five further ambitions, each championed by a senior member of staff and all underpinned by the concept of common-sense 'decency.' These were:

- protecting the public
- reducing reoffending
- decent and safe prison
- diverse, skilled and valued workforce
- high-quality sentence management.

3.2.4 These ambitions and values are fully on view as one enters the gatehouse to the prison. The Board welcomes this approach and is fully supportive of the framework described.

How safe is the prison?

3.2.5 The Board considers the prison to be a safe place for the vast majority of prisoners and staff. To our knowledge, there has been no official serious incident in the past six years.

How fairly and humanely are prisoners treated?

3.2.6 The Board believes that the prisoners are treated fairly, humanely and consistently 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 must not be allowed to set in and there has to be continual reinforcement of this approach. Staff and prisoners are continually reminded of this approach by the Governor and his senior staff.

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

- 3.2.7 During 2020, there was a change in the provision of healthcare services at the prison. A new contract was negotiated with Leiston Surgery, which provides the GP services for the prison, and there is additional support provided by a self-employed GP.
- 3.2.8 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.
- 3.2.9 Dentistry, ophthalmic and podiatry care has adhered to the COVID-19 guidelines issued by Public Health England, which has inevitably resulted in a lesser service than previously offered.

How are prisoners progressed towards successful resettlement?

- 3.2.10 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.
- 3.2.11 An assessment process takes place, during which prisoners may express a preference as to whether they wish to take on a work role in the prison or engage in a vocational training course or education classes.
- 3.2.12 Pre-COVID-19, there was a significant increase over the year in the number of prisoners undertaking paid employment outside the prison. The prison has also invested in a dedicated member of staff whose primary purpose is to establish links with local employers and increase the number and range of job opportunities available to prisoners. The Board welcomes the increased emphasis placed on prisoner employability.

3.3 Main areas for development

To the minister:

1. The Board 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 (with initial prisoner assessment followed up with an actively monitored action plan) 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, the recommendations of the review of education provision in the UK's prisons, undertaken by Dame Sally Coates over five years ago, should be revisited, with any good practice identified from a prison within the UK promoted and considered for adoption across the entire Prison Service. In addition, of particular note during the COVID-19 pandemic, is recommendation 13 of that report, that: 'Governors should be free to design a framework of incentives that encourage attendance and progression in education'.

To the Prison Service:

It is recommended:

1. that a comprehensive review is undertaken of the physical condition of HMP 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 job markets more accurately, and that funding is made available to assist prisoners to become suitably qualified via courses that traditionally have been excluded because they are more expensive to run.

To the Governor:

While it is recognised there has been significant progress made in increasing the number of opportunities for work placements outside the prison, there is an underlying question as to whether the quality of educational and training provision at Hollesley Bay could be enhanced, thereby improving prisoners' chances of employment upon release.

3.4 Progress since the last report

- 3.4.1 Considerable progress has been made during 2020, as described below. However, in some areas there was a 'slowing down' of progress due to the Covid 19 pandemic.
- 3.4.2 There has been improved communications with staff, prisoners and the local communities and considerably more 'openness' in discussion to address issues that face the staff, the prison and those who live there.
- 3.4.3 There has been an increased emphasis on the equality agenda and much improved facilities, providing space for Ipswich and Suffolk Race Equality Council (ISCRE)
- 3.4.4 It is pleasing to see that the prison's values and priorities are clearly displayed at the main gate and throughout the site.
- 3.4.5 There has been a greater emphasis on 'outside' employment opportunities for prisoners, and a dedicated staff resource has been recruited to increase the number and variety of these.
- 3.4.6 There have been improved employment opportunities within the prison for prisoners, and specifically enhancing their 'employability', with the opportunities afforded by the Lansbury Café, the restaurant at Marsh Farm and the nearby farm shop. A number of prisoners have recently found paid work with GFSL within the prison. The concept of progression – work solely within prison units, work involving contact with the public, progressing to work in commercial settings – via job opportunities is a most welcome improvement.
- 3.4.7 There has been increased capital investment in buildings that have been neglected for several years, and generally improving the overall appearance of the site.
- 3.4.8 The Board welcomed the capital investment used to improve the showers in Bosmere unit, which had been inadequate for a considerable time. However, Bosmere unit has now been agreed for demolition because it failed various fire safety requirements, and consequently the money spent has been largely wasted. This tends to support the Board's recommendation to the Prison Service, that a comprehensive survey of all facilities should be undertaken and a capital investment programme established to rectify current deficiencies.
- 3.4.9 Body-worn cameras have been introduced and officers, under strict encouragement, are increasingly now wearing them.
- 3.4.10 There has been a marked increase in the number of intelligence reports, helping managers to monitor all aspects of activity at the prison.
- 3.4.11 As a result of the possibility of Hollesley Bay taking in MCOSO, the prison has continued to liaise with local communities, and the Board is pleased to have observed much closer relationships and understanding with the nearby parishes.
- 3.4.12 Although not an improvement as such, the Board would wish to place on record the very effective way in which the COVID-19 pandemic issues were dealt with at Hollesley Bay. At the start of the pandemic, effective communication routines were set up, with the Governor regularly talking to staff and prisoners on the outdoor sport pitches, with in excess of 150 men attending; regular bulletins were issued and WayOut TV was used to good effect. When the establishment was declared an 'outbreak site', a unit was quickly identified for prisoner isolation. Prisoners were moved around to prevent further spread of the disease, and a total of 87 men were

affected. Measures were introduced for prisoners so that the levels of anxiety experienced by them and their families on the outside were kept to a minimum. The leadership required in these situations was displayed in abundance by the Governor and his senior leadership team.

4. SAFETY

4.1 Reception and induction

4.1.1 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 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), residents have to sustain good behaviour to avoid transfer back to closed conditions. Such decisions are based on an '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 2020, transfers back to closed conditions stood at an average of 11 per month, compared with 15 per month in 2019. A downward trend had been expected following the Governor's determination to review standard penalties, which resulted in a slight relaxation on certain lesser offences and a crackdown on possession of illicit substances.

4.1.4 Developing this further, the total for 2020 (out of a population of 256 who were considered for 'return to closed') was 135 (53%) who were actually returned. This compares with 261 'considered' and 174 (67%) who were returned in 2019, and confirms the forecasts we made in last year's report.

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 for a resident'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 past year, 19 were opened, compared with 15 in 2019, 19 in 2018 and 14 in 2017 – the average over the four-year period being 17.

4.2.3 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 of time, the prisoner may be transferred back to closed conditions.

4.2.4 There was one act of self-harm in 2020, compared with two reported in 2019.

4.2.5 In 2020, there were no deaths in custody.

Year	2017	2018	2019	2020
Number of ACCTs	14	19	15	20
Trend				

Number of ACCTs opened from 2017 to 2020

4.2.6 Hollesley Bay, being an open prison with a lower ratio of staff per prisoner, may at times lack the facilities and staff to provide the necessary level of care that an individual is assessed as requiring. Sometimes, this means that men are transferred back to closed conditions for their own wellbeing and personal safety. In 2020, there was one self-harm incident and the prisoner was provided with the support needed, and was able to remain at Hollesley Bay. Having no men transferred out to closed conditions is recognised by the Board as a very positive achievement.

4.2.7 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 ensures that everyone is kept fully in the picture. When able to visit the prison, Board members check the log books on the residential units and visit residents on an open ACCT. Although members were often unable to speak to prisoners in this way for much of the year, briefings, reports and emails were closely scrutinised and any concerns were followed up with the Governor, who was always responsive and very willing to share information. All staff, and the Board, are informed when ACCTs are formally closed, thereby completing the circle.

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

Challenge, support and intervention plans (CSIPs)

4.2.9 Bullying is not tolerated and is a scarce occurrence at the prison but, occasionally, a victim is given compassionate support under CSIP interventions. Thereafter, such incidents are closely monitored by prison staff and on Board rota visits. Perpetrators will normally be removed and transferred to closed conditions.

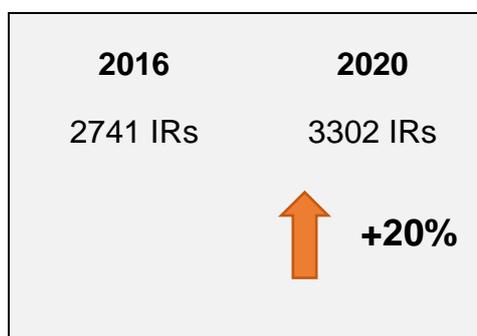
4.2.10 A total of 49 referrals were made in 2020, as compared with 41 in the previous year, and once detailed consideration was given, only four progressed to a full-blown plan.

Enhanced behaviour monitoring (EBM)

4.2.11 EBM is a tool for identifying and managing ongoing risks of harm, reoffending or absconding. In 2020, there were 13 EBM events recorded, just one more than in

2019. EBM cases highlight the very close attention and monitoring of prisoners, particularly those whose behaviour gives rise to concern.

4.2.12 Intelligence reports (IRs) from all quarters play an important role in ensuring safety in the prison and are managed by a newly appointed intelligence coordinating governor. In 2020, IRs of all kinds numbered 3,302 in total.



Increase in IRs completed from 2016 to 2020

4.2.13 Absconds in 2020 totalled 15, and there were four ROTL or release failures. This compares with six and six, respectively, for 2019. 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) issued 19,583 ROTLs in 2020. The maximum in any one month was in February, when 2,868 were issued; the minimum was in April (644), when the first COVID-19 lockdown was introduced and only essential workers could work off-site,

4.2.14 This effective use of the ROTL system allows approximately 150 prisoners (pre Covid) to be out of the prison on a daily basis as part of their rehabilitation back into non-custodial living. The Board considers that the prison uses the ROTL system very effectively and to the maximum advantage of prisoners.

4.2.15 Personal emergency evacuation plans, which highlight the assistance required should the need arise, were issued to 31 residents in 2019; 16 such plans were prepared in 2020.

Listeners

4.2.16 The Listener scheme was maintained throughout the year but saw the number of trained Listeners fall to just three, all living in the same residential block. The reduction occurred because of prisoners leaving the prison and the difficulties in recruiting replacements – again, due to the COVID-19 restrictions. This service is regarded as an important and useful one, and once restrictions are lifted it is hoped that a full spread (one per residential unit) of Listeners is restored.

4.3 Violence, violence reduction and self-isolation

4.3.1 Incidents of assault in 2020 remained low, with seven in total (the same as for 2019), five of which were recorded against staff and two against a prisoner, in comparison with four and three, respectively, last year. None of these resulted in serious injury.

4.3.2 Staff are increasingly wearing body-worn cameras and their use is encouraged by the Board.

4.4 Vulnerable prisoners, safeguarding

4.4.1 Samford unit accommodates older residents (>65 years). 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 2020, staff had occasion to use handcuffs seven times and physical restraint (control and restraint) five times, as compared with 35 and just once, respectively, in 2019. As reported last year, the application of handcuffs on prisoners being moved to reception prior to transfer has changed, resulting in this much reduced figure.

4.6 Substance misuse

4.6.1 The prison has a very strong and comprehensive drugs and alcohol strategy, obviously aimed at reducing supply and use, and providing good support services. However, 2020 proved to be a difficult and challenging year. There were restrictions on the usual day-to-day regime routines, including access to ROTL. Added to this, mandatory drug testing, a valuable monitoring tool, was suspended in April and did not resume until October. Good IRs and focused searches were essential during this period. Of the 159 mandatory drug tests carried out, 23 (14.5%) resulted positive, and of the 138 'suspicion tests' carried out, 56 (40.6%) proved positive.

4.6.2 Drug 'finds' in 2020 numbered 116, whereas there were 82 in the previous year: an increase of 41%. Cannabis was the drug most commonly found. For alcohol, the total number of 'finds' for the year was 58. Intelligence-led finds numbered 89 in 2020, which was a decrease on the 132 reported in 2019. The number of mobile phone finds in 2020 numbered 110, an increase of seven on the previous year.

Item	2018	2019	2020
Drugs	109	82	116
Alcohol	*	*	58
Mobile 'phones	*	103	110

*Please note that information is not available; however, this will be included in future reports.

4.6.3 Drug strategy meetings are held two-monthly and chaired by the security governor. Meetings were limited during the year because of COVID-19 restrictions, but when a Board member was able to attend, they noted the very strong and purposeful working relationships between attendees. Information was shared readily, with good and open communications being noted.

4.6.4 Drug and alcohol services are provided by Phoenix Futures, which has had to make significant changes to its working practices throughout the year, moving from one-to-one and group-based services to retaining just the individual one-to-one service. The Board welcomed the willingness of Phoenix Futures staff to change and adapt to different circumstances.

4.6.5 The flexible 'drop-in' service, group support and meetings such as Alcoholics Anonymous and Narcotics Anonymous all had to be dropped, at a time when their services were particularly needed. Nevertheless, Phoenix Futures has managed to

work actively with 68 prisoners at any given time. Another welcome change saw the start of the pre-release work alter from two to four months before discharge.

5. FAIR AND HUMANE TREATMENT

5.1 Accommodation, clothing, food

- 5.1.1 Rooms in the residential units are mainly 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 the canteen. The individual 'bunkabin' style of accommodation has proven popular with the vast majority of prisoners.
- 5.1.2 Common areas in the units are generally clean and functional, and all provide recreational facilities such as snooker and pool or table tennis, plus outdoor furniture in surrounding grounds for spring and summer.
- 5.1.3 Appropriate clothing is provided for prisoners to wear to undertake their work.
- 5.1.4 The Board considers that the 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. Board members are frequently reminded that the daily cash allowance for feeding a prisoner is just over £2 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 opportunity to cook or heat their own food. The Board greatly welcomes plans for cooking facilities within units to be augmented in the near future, as satisfaction with the food is not high. Over the next couple of years, the Governor intends to introduce further moves towards self-sufficiency in Mutford unit.
- 5.1.6 There are laundry facilities in all units, mainly under the management of an appointed orderly, and clothing is regularly washed.
- 5.1.7 Last year, the 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 were carried out and this continued in 2020, and in particular to the showers in Bosmere unit. However, this unit is now scheduled for demolition, thus demonstrating, albeit in a small way, that the infrastructure of the prison is creaking, and that a comprehensive plan of modernisation and refurbishment is required throughout the prison.
- 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, ill-lit areas in winter, and so on.

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 to closed conditions.
- 5.2.2 Board members may, and from time to time do, sit in and listen to adjudications. It was noted that all governors had a fair, even-handed and consistent approach in their

handling of adjudications and the resulting decisions. All adjudications observed were dealt with in accordance with the prison disciplinary procedures.

5.2.3 For a long time, all adjudications have been held in a small office on Wilford unit. However, when social distancing was introduced a Board member raised a concern about the inadequacy of the room. Very quickly, a more suitable room was identified and monitoring could resume. The Board is pleased with the prison's responsiveness.

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 enquiries), 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 prisoner.

5.3.2 A residents (prisoners) council was introduced in 2019 and this continues to offer a constructive contribution towards prison life. As with many prison activities, the council was less effective during 2020. In 2021, the Board expects normality to be resumed with the council (which is led by the residents), actively considering all aspects of prison life.

5.3.3 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.

5.3.4 Canteen, the means for prisoners to purchase their own provisions, has been prone to problems, 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 review, much has changed over the past couple of years at Hollesley Bay. The previous equality action team (EAT) meetings have been replaced by equality and inclusion meetings. These take place on a monthly basis, and the Board has regular attendance at these. However, these meetings were suspended for the majority of 2020.

5.4.2 The development of a suite of offices and meeting rooms which meet the training and counselling requirements of the prison is welcome and these will be programmed for use once the lockdowns are removed.

5.4.3 Similarly, independent and objective advice from ISCRE will resume as soon as possible. Previously, black, Asian and minority ethnic (BAME) prisoners participated in a forum prior to the EAT meetings, to scrutinise all aspects of prison life by exploring the records and statistics. Their findings were then presented to the monthly EAT meeting for further discussion and then onwards, if necessary, for discussion at the monthly board meetings. This approach will be reinstated, with presentation at equality and inclusion meetings instead.

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

- 5.4.5 Good use is made of WayOut TV to pass on information and to keep residents informed of developments – for example, Black History Month, which was well supported by the prison.

5.5 Faith and pastoral support

- 5.5.1 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.
- 5.5.2 Usually, the prison makes arrangements to celebrate most major world faith religious celebrations – Ramadan, Eid and Diwali and major Christian festivals – although the accessibility of the prison remains somewhat of a problem to some families, with limited public transport available. In 2020, most of these events were curtailed, again due to COVID-19 restrictions.
- 5.5.3 In relation to pastoral support, the chaplaincy is always available for support to prisoners, of whatever religion or faith, in times of bereavement or family tragedy. Their services have been fully appreciated during the year, especially when several prisoners received worrying news about family members contracting COVID-19.

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. 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 the status of individual prisoners.
- 5.6.2 Statistics are available for every movement in the scheme, up or down, and the figures incorporate percentages for BAME 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 challenged. Moreover, each case is discussed, and over the course of the reporting year 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 Access to the complaints clerk was achieved by a Board member in person for part of the year, and electronically during the COVID-19 restrictions. This ensured effective monitoring of how both the internal and external complaints have been dealt with over the year.
- 5.7.2 There were 168 complaints in 2018, 234 in 2019 and 257 in 2020. The increase in complaints in 2020 relates mainly to resettlement and medical issues. COVID-19 issues required multiple changes in prisoners’ accommodation, to provide for isolation and shielding, but complaints about accommodation decreased. Ongoing issues with the OMU increased, partly because of changes in ROTL licensing during lockdown.
- 5.7.3 The Board assessed the full year’s data against that of the previous year and detected no specific trends. This is consistent with the findings of the prisoner complaints clerk.

5.7.4 Complaints were processed diligently and within the required timeframe, while following prison guidelines and procedures. Overall, scrutiny of the system is undertaken by the Deputy Governor, who checks the prisons complaints log monthly 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 (14 complaints), particularly on transfer from another prison, has been less of a problem than in previous years.

5.8.2 However, the contacts made with other prisons 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 property storage, and the staff are very thorough in their record keeping, although a manual record card system is still used. Uses of the 0800 IMB applications telephone, although few in number (two), have resulted in 'property complaints' being dealt with quickly.

6. HEALTH AND WELLBEING

6.1 Healthcare: general

6.1.1 Healthcare-related complaints are handled by the healthcare department, and the Board has been informed that 26 such complaints were made in 2019, with a similar number for 2020. The Board has no access to these complaints due to data protection compliance.

6.1.2 Under normal, non-restrictive conditions, a healthcare forum is held on a monthly basis for residents; the Board is also invited and a member occasionally attends. The topics for discussion are varied and depend on what the residents wish to discuss. Part of the forum is used for the healthcare staff to discuss positive aspects of good 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 residents per month, ideally with representation from each residential unit.

6.1.3 The mental health team, although small in number, actively participates in healthcare forums, attends regular meetings with the drug strategy team and is present at the veterans (ex-servicemen) forum meetings.

6.1.4 There are a number of healthcare awareness programmes, including for 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.

6.2 Physical healthcare

6.2.1 The 2020 reporting year has proved to be a challenging time for the provision of healthcare services. The team has had to adapt its working patterns and routines to comply with the restrictions brought in during the COVID-19 pandemic. There have been appropriate measures in place to safeguard both the staff and prisoners, including social distancing, regular cleaning, the provision of personal protective equipment and regular audits to ensure that everything is in order. The

Board would like to commend the healthcare team for continued provision of service during such challenging and difficult times.

- 6.2.2 Routine and emergency appointments are generally available to prisoners. However, in the past year, routine appointments have occasionally had to be suspended. The healthcare team has had to adhere to exceptional delivery models in the prison's COVID outbreak status. Emergency appointments have continued to be provided despite the restrictions, and escorts have been provided where necessary.
- 6.2.3 During 2020, there were 87 cases of COVID-19 reported at Hollesley Bay. One of those who tested positive had to be hospitalised but thankfully recovered fully. A total of 420 hospital appointments were attended by prisoners for other reasons.
- 6.2.4 Staffing levels varied considerably throughout the year. A new contract is now in place with the Leiston Surgery, which provides the GP service for the prison, and there is additional support provided (where necessary) by a self-employed GP. The prison has recently employed a full-time clinical lead officer dedicated to Hollesley Bay (previously shared with HMP Warren Hill). Additionally, there is a senior nurse, an integrated drug treatment system lead nurse and a registered general nurse in place. For the pharmacy, there is a pharmacist, a pharmacy dispenser and a lead technician in post.
- 6.2.5 During 2020, a total of 1,104 GP appointments were made, a decrease of 292 (21%) over the previous year and, given the constraints that the healthcare team is working under, this is still regarded as an excellent achievement. Of these, 39 (3.5%) were subsequently cancelled either by the prisoner or the healthcare team. Prisoners themselves failed to attend 145 (13%) of the booked appointments, a number which the prison will attempt to reduce in the forthcoming years.
- 6.2.6 Nurse-led clinics are offered, and during the reporting period there were 11,931 appointments made with nursing staff, compared with 3,644 in the previous reporting period, which is over three times as many. A total of 422 (3.5%) appointments were cancelled and 222 (1.8%) were lost due to prisoners not attending.
- 6.2.7 There are good links in place with hospices, hospitals and Macmillan Cancer Support to enable long-term palliative care to be given when required. Facilities for wheelchair users and those with more serious or chronic conditions requiring close monitoring can be provided on one of the wings if required.
- 6.2.8 Towards the end of a prisoner's sentence, the healthcare team will contact the appropriate local authority social services department to put them in touch with the prisoner prior to leaving the prison.
- 6.2.9 The Board is satisfied that the healthcare needs of prisoners are being met, and commends the healthcare team for all its hard work over the year.

6.3 Mental healthcare

6.3.1 Mental Health services are provided for prisoners with ongoing or newly diagnosed problems and approximately 15% of the population has some form of mental health issue and engages with the mental health team. During 2020, there were 928 mental health appointments. The number of referrals did not noticeably increase during 2020, despite the restrictions that were in place.

6.3.2 There is one mental health lead officer and one support worker. In times of high demand, agency staff are brought in.

6.4 Dental care

6.4.1 Dental provision during the reporting period has faced many challenges. The team has adhered to guidelines from Public Health England and there have been restrictions in place regarding the use of aerosol generating practices. This has meant that routine appointments could not be carried out, so there will be a backlog of prisoners requiring treatment in 2021.

6.4.2 To give an indication of the size of this backlog, there were no treatments carried out for the period April to June; this resumed in July, August and September, when 44 emergency appointments were carried out, and in the final quarter of 2020 (October, November and December) there were 181 booked appointments

6.5 Exercise, time out of cell, gym.

6.5-1 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 available is good. Most activities during 2020 were transferred to the outside playing pitches, where social distancing could be observed.

6.6 Soft skills

6.6.1 Generally, there is a culture of encouraging health lifestyles, healthy food and keeping fit, especially among the younger prisoners.

7 PROGRESSION AND RESETTLEMENT

7.3 Education, vocational training, library

- 7.3.1 The establishment provides a range of vocational training courses, including horticulture, painting and decorating, waste management and recycling, motor mechanics and fleet maintenance, bricklaying, carpentry, sports and catering. These courses develop practical skills in workshops and teach theory. Assessments are by written exams and practical coursework.
- 7.3.2 Entry-level and levels 1 and 2 mathematics and English, and some information technology courses are provided in classroom settings. Take-up of mathematics and English courses is low but training in the vocational workshops is popular.
- 7.3.3** In 2020, education and training were severely disrupted due to the COVID-19 pandemic. All in-person education and training in the classrooms and workshops stopped on 23 March, the start of the government's first lockdown. Government COVID-19 guidelines for prisons prevented the resumption of in-person activities until late autumn, and four workshops opened on 2 November, only to be shut down again with the onset of the third lockdown.
- 7.3.4 As a substitute for in-person teaching and training, the prison distributed work packs to the residential units to enable prisoners to continue with work on their existing course or to start a new one. These work packs were provided by People Plus, the education provider, and contained a mix of information and various exercises. The packs also suggested that prisoners draw up a learning diary to help them focus on the tasks.
- 7.3.5 The work packs covered a wide range of courses, such as plastering, motor mechanics, employability, bricklaying, English and mathematics.
- 7.3.6 'Standalone' or one-off work packs were also issued for a variety of topics, including mental health, drug awareness, interpersonal skills and creative writing. Residents could also access the work packs via WayOut TV or Live Learn. In total, 584 work packs were distributed in 2020 and 210 (36%) were returned. These were marked by the People Plus staff and returned to the prisoners.
- 7.3.7 People Plus has continued to work at the prison four days a week and has managed to hold a small number of in-person examinations. Since November 2020, it has undertaken some in-person one-to-one teaching in functional skills. The prison has recently successfully negotiated a cost-plus contract with People Plus.
- 7.3.8 The library has remained closed to residents throughout the pandemic, in accordance with national prison guidelines, despite public libraries remaining open for some of 2020. However, the librarian has operated a book distribution and collection scheme for each unit throughout the pandemic. Take-up was low, however, suggesting that residents value the library mainly as a communal space in which to browse and read.
- 7.3.9 Paid outside work continued for some during the pandemic – those who were classified as essential workers. For example, in August, 44 residents had paid work outside the prison, rising to 61 in September. A small number of residents have paid work within the prison, mostly in the new Lansbury Café, which serves residents and staff and operates as part of the works team. This café and also the Marsh Barn project operate with the Combat2Coffee organisation. However, a large number of residents appear to have been underemployed or have had no jobs, education or training during the pandemic.

7.3.10 Early in 2020 two new workshops were introduced. The first is a packaging workshop in partnership with Thomas Ridley – a wholesale food and catering company – in which prisoners make up welcome packs for the hospitality industry – Centre Parcs, in particular. The second, still under development, 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 men.

7.4 Offender management, progression

7.2.1 A large percentage of prisoners arrive at the prison with only a basic offender assessment system (OASys) assessment (concerning the risks and needs of each prisoner) completed, and staff in the OMU treat the updating of these assessments as a priority.

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

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

7.2.4 In the course of their time at Hollesley Bay, prisoners can participate in offending behaviour programmes, such as Sycamore Tree and Fire Break, both of which have proved popular, from feedback received from prisoners. These courses, although fewer in number in 2020, can be extremely effective in helping to re-establish a prisoner's 'moral compass'.

7.2.5 ROTL plays a huge part in prisoners' resettlement process, and 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 short duration release, such as visits to Jobcentre Plus and family engagement.

7.2.6 Much effort is made to secure jobs but more is required as 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 within the prison.

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

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

7.3 Family contact

- 7.3.1 Furtherance of family engagement and 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.
- 7.3.2 Maintaining family links is encouraged. The visits centre is spacious and welcoming. There is space enough for privacy, and, generally speaking, the prison's policy and procedures for searching visitors' bags are reasonable and relatively non-invasive, which has contributed to this ethos and culture.
- 7.3.3 However, things had to change in 2020. The pandemic restrictions had a dramatic effect on visitor numbers, which plummeted and while still permitted, a Board member attended visits and noted the good management by staff. All visitors were met in the car park and, after initial checks were carried out, visitors were escorted to the hall, where temperatures were checked and hands sanitised. The tables and chairs were well spaced out and although the usual refreshment facilities were not available, bottled water was supplied. The prisoners, and especially those with young children, found it difficult to cope with these socially distanced visits and said that it was much easier to talk to family and friends over the telephone.

7.4 Resettlement planning.

- 7.4.1 The resettlement of prisoners permeates almost all departments at the prison, all working in unison. These include the OMU, the resettlement department, the education unit, and the work placement and the reducing reoffending departments. The OMU also works constantly with outside agencies such as the Probation Service, multi-agency public protection arrangements (MAPPA) staff, CRC and the police.

WORK OF THE IMB

As a Board, we enjoy good relationships and 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. COVID-19 restrictions limited visits to only seven months of the year, and some members were unable to visit at all because of shielding within their household. The total number of visits for the year amounted to 84; however, full Board meetings were carried out monthly using telephone conferencing.

During 2020, there were 26 applications to the Board, equivalent to one per fortnight, 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. In several instances, applications were made on the same issue by the same prisoner.

As the Board was unable to enter the prison for seven months, alternative arrangements were made to enable prisoners to raise complaints directly with the Governor through a confidential written procedure.

Numerically, the category with the largest number of Board applications concerned purposeful activity and education, with seven applications (27%), followed by physical, mental and social care, with five applications submitted (15%).

Three Board members undertook training for the national 0800 complaints helpline and offered to participate should the systems show signs of being overwhelmed. Use of the 0800 system by prisoners at Hollesley Bay was negligible, with only one case in 2020.

There was only one application about bullying and one on equality, but this does not give cause for complacency. When walking around the site, Board members are often approached by prisoners to discuss minor issues; these may be a request for information or clarification and are not always recorded as applications. Those requiring more formal follow-up action will be recorded.

BOARD STATISTICS 2020	
Recommended complement of Board members	10
Number of Board members at the start of the reporting period	7
Number of Board members at the end of the reporting period	7
Total number of visits to the establishment	84
Total number of segregation reviews attended	N/A

Applications to the IMB.

Code	Subject	Previous reporting year 2017	Previous reporting year 2018	Previous reporting year 2019	Current reporting year 2020
A	Accommodation, including laundry, clothing, ablutions	3	3	3	0
B	Discipline including adjudications, IEP, sanctions	2	3	0	0
C	Equality	2	1	1	1
D	Purposeful activity, including education, work, training, library, regime, time out of cell	3	3	5	7
E1	Letters, visits, telephones, public protection restrictions	0	0	1	0
E2	Finance, including pay, private monies, spends	0	0	0	0
F	Food and kitchens	3	3	1	1
G	Health, including physical, mental, social care	5	6	8	5
H1	Property within this establishment	4	2	4	0
H2	Property during transfer or in another establishment or location	9	3	1	2
H3	Canteen, facility list, catalogue(s)	0	0	0	0
I	Sentence management including home detention curfew, ROTL, parole, release dates, recategorisation	8	5	5	5
J	Staff/prisoner concerns, including bullying	8	3	0	1
K	Transfers	7	3	5	1
L	Miscellaneous				3
Total number of IMB applications		54	35	34	26

Glossary

Abbreviation	Definition
ACCT	Assessment, care in custody and teamwork
BAME	Black, Asian and minority ethnic
CRC	Community Rehabilitation Company
CSIP	Challenge, support and intervention plan
EAT	Equality action team
GFSL	Gov Facilities Services Limited
IEP	Incentives and earned privileges
ISCRE	Ipswich and Suffolk Council for Race Equality
IR	Intelligence reports
MAPPA	Multi-agency public protection arrangements
MCOSO	Men convicted of sexual offences
OASys	Offender assessment system
OMU	Offender management unit
ROTL	Release on Temporary License
ROR	Resettlement overnight ROTL