



Annual Report of the Independent Monitoring Board at HMP/YOI Sudbury

**For reporting year
1 June 2020 – 31 May 2021**

Published October 2021



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Introductory sections 1 - 3

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 official to whom authority has been delegated as it judges appropriate, any concern 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, Inhuman 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 Preventive Mechanism to carry out visits to places of detention, to monitor the treatment of and conditions for detainees and to make recommendations for the prevention of ill-treatment. The IMB is part of the United Kingdom's National Preventive Mechanism.

2. Description of the establishment

2.1 HMP Sudbury is an open category D male and young offenders resettlement prison, with a certified normal accommodation of up to 581 prisoners and an operational capacity of 564. Part of the P block has been judged unsafe. The building is due to be demolished in 2021 and replaced by a new building in 2022, when the certified number will increase. Capacity would have fallen further but for the planned installation of temporary units known as Pods which, in the event, allowed for more effective isolation of suspected Covid-19 cases, and increased the availability of single accommodation. At the beginning of this reporting year the number verified on the roll had fallen to 460, due to the reduction in transfers from the closed estate, but it has increased again over recent months as transfers have resumed.

2.2 The prison is in a rural location and is surrounded by open farmland, with a major arterial road a short distance away. The long perimeter fence and the open nature of the establishment present a number of challenges for the safety and security of the prison. Closed-circuit television cameras at vulnerable points help mitigate some of these problems.

2.3 The prison holds a complex group of people, including older and disabled prisoners, and, since 2015, has accepted 18 to 20 year olds. 82 prisoners are under the age of 25 at the time of writing. There are currently 25 prisoners serving indeterminate sentences. It manages the risk associated with such prisoners being held in an open prison, with risk assessment being a core part of day-to-day management.

2.4 The buildings were originally a United States Air Force hospital for D-Day landing casualties during World War II. Most of the original single-storey accommodation is still in use but has been converted and refurbished, and in some instances replaced, to provide single and double rooms. There is a small secure accommodation unit (SAU) with two cells.

2.5 The wings were originally built as temporary structures which were not intended to last for more than 70 years, and as a consequence are difficult and expensive to maintain. W5 is the induction wing and W7 is used for older prisoners and prisoners with mobility issues.

2.6 Healthcare services are provided by Practice Plus Group; substance misuse treatment is provided by NHS Inclusion; the maintenance contract and the escort contract are both with GEOAmey; education is delivered by PeoplePlus, who have subcontracted the library service to Suffolk Libraries. The community rehabilitation company (CRC) is Derbyshire, Leicestershire, Nottinghamshire & Rutland CRC, Reducing Reoffending Partnership (RRP).

3. Executive summary

3.1 Background to the report

The Covid-19 outbreak has had a significant impact on the Board's ability to gather information and discuss the contents of this annual report. The Board has therefore tried to cover as much ground as it can in these difficult circumstances, but inevitably there is less detail and supporting evidence than usual. Unlike some other prisons, Sudbury does not have in-cell telephones, so the Board depends on visits to speak to prisoners about their experiences. The Board has only been able to make a total of 18 monitoring visits to the prison, mostly during a brief period in summer 2020 when restrictions were lifted, so, due to the timing of our reporting year and to HMP/YOI Sudbury being declared an outbreak site in April 2021 most of the information in this report is based on data from the prison, not on independent observation.

Ministers are aware of these constraints. Regular information is being collected specifically on the prison's response to the pandemic, and that is being collated nationally.

It should be borne in mind that, in April this year, when the total number of prisoners at Sudbury was 484, 391 of these had been there for less than 12 months. This means that the vast majority of current prisoners have only known Sudbury under Covid-19 restrictions and their views will be informed by their experience of lockdown, rather than reflecting the experience of prisoners under a normal regime.

3.2 Main judgements

How safe is the prison?

Throughout the reporting year the safety of prisoners has been primarily framed within the context of the pandemic, and everything about life in Sudbury has been atypical, but the prison continues to have low levels of self-harm despite the challenging circumstances of the past year (4.2.1). Managing the risk of Covid-19 infection has been a major consideration, and, despite the outbreak in April 2021, there have been no Covid-19 deaths in the prison during the reporting year (4.2.3).

How fairly and humanely are prisoners treated?

The prison has prioritised implementing social distancing and each wing has operated as a 'bubble' for the purpose of social contacts. It has been necessary to balance fairness with protection from infection, and most prisoners have accepted that some compromise is necessary within the prison as it has been outside. The suspension of home release on temporary licence (ROTL) (7.4.1) has been difficult for many prisoners, but it has been implemented in a way that is seen to be fair. Most of the residential blocks comprise structures that were built to be temporary, a long time ago and, despite constant refurbishment, need significant investment (5.1.1). The prison monitors equalities issues robustly, identifying and addressing issues as they arise (5.4.1), although the need to dedicate staff to lockdown related duties has had a negative impact on the availability of specialist staff.

How well are prisoners' health and wellbeing needs met?

As in the wider community, access to doctor and dentist appointments have been restricted at times, particularly during the outbreak in April (6.1.4); the prison has provided good access to outside space and rapidly set up an outdoor gym to encourage exercise (6.4.2); the prison is addressing issues relating to prisoners with diabetes through joint work between healthcare and the kitchen (6.3.2).

How well are prisoners progressed towards successful resettlement?

As a category D prison, Sudbury's main focus is successful resettlement. This has made the restrictions and limitations of movement imposed by the Prison Service over the last reporting year frustrating for staff and prisoners alike. Limited access to prison offender managers (POMs), (5.3.2), and restricted access to outside work (7.2.4) have put significant obstacles in the way of progression, although the prison succeeded in keeping a good number prisoners in outside work, which is a credit to the resettlement team. The suspension of ROTL (7.4.1) and of family visits was a huge blow to prisoners, and the Christmas period, in particular, saw many hopes of a brief reunion dashed as Government policy changed. Purple visits and additional telephone credits offer a poor alternative to physical meetings (7.4.2).

3.3 Main areas for development

TO THE MINISTER

What measures are proposed to ensure that the return of probation services to the public sector will be managed more smoothly than the privatisation, which led to huge disruption in release on temporary licence (ROTL) planning for many prisoners?

TO THE PRISON SERVICE

The IMB's ongoing concerns that the lack of funding for the fundamental improvements to the fabric of the building necessary to ensure decent living conditions at the prison have yet to be acted upon by the Prison Service. The Board hopes that this vital issue will be addressed in the coming year.

Prisoners continue to experience significant problems with property when they are transferred between prisons. What can the prison service do to ensure that contractors take proper care of prisoners' property?

TO THE GOVERNOR

Some measures introduced because of Covid-19, such as the more regulated queuing at mealtimes, have proved popular with many prisoners. Do you anticipate retaining these after the return to 'normal' life? If there is another national lockdown, will the prison be in a better position to respond?

3.4 Progress since the last report

As the reporting year for this report covers an almost unbroken period of lockdown it would be both unfair and unhelpful for the Board to attempt to judge progress since

our last report. This being said, the Board was pleased to observe an increase in modern single accommodation units on site.

Evidence sections 4 – 7

4. Safety

Despite the very difficult circumstances created by the Covid-19 pandemic the safer custody group has continued to meet during the reporting year. The prison has supplied a range of reports and information to the Board during the year. These have provided a valuable and timely insight as the prison reacts to the challenges created during the pandemic.

4.1 Reception and induction

4.1.1 Although the Board has not observed the reception of prisoners during the reporting year there has not been anything to suggest that the good practice observed in previous years has not been maintained where possible whilst taking account of the Covid-19 measures.

4.1.2 Her Majesty's Inspectorate of Prisons (HMIP) carried out a short scrutiny visit during April and May 2021. Their report included the findings that the reception area was a clean and welcoming area, which confirms the observations of Board members who have visited reception during the last year.

4.1.3 A streamlined two-day induction process has been put in place for new arrivals.

4.1.4 During the reporting year the prison has re-purposed some of the wings and rooms as a part of the on-going measures to help keep the prisoners safe from Covid19. The Board understands that staff have continued to carry out regular support checks on the new arrivals.

4.2 Suicide and self-harm, deaths in custody

4.2.1 The number of self-harm incidents is consistently low.

4.2.2 The number of assessment, care in custody and teamwork (ACCT) cases was also low. The Board has not examined any case files or observed any case reviews during the reporting year.

4.2.3 There have not been any deaths in custody during the year.

4.2.4 Prison Listeners meet all new arrivals at HMP Sudbury to offer support. There is a team of five listeners and one coordinator who attends the staff safer custody meetings. A Samaritan phone facility is available 24 hours a day.

4.3 Violence and violence reduction, self-isolation

4.3.1 The incidence of violence remains low, but has increased since the previous year. The Board believes that this is a result of the reduction in ROTL, meaningful activities and working out during the Covid 19 pandemic, which have led to an increase in frustration amongst prisoners, finding an outlet in aggression and violence. During this reporting year, there were nine prisoner-on-prisoner assaults,

four of which were serious, compared with four, of which two were serious, in the previous year. Assaults on staff show a similar increase, with four prisoner-on-staff assaults, of which none was serious, in this reporting year, compared with two in the previous year, one of which was serious.

4.3.2 The prison records and investigates all incidents of violence. Action is taken where the perpetrators are identified, and proactive measures are put in place, including challenge, support and intervention plans (CSIPs).

4.3.3 The safer custody team provides a confidential safer custody telephone line which can be called by prisoners or people in the community at any time. The Board has noted that since the Covid-19 outbreak there have been several calls from relatives of prisoners. The daily reports, where available to the Board, document these calls and the steps that staff take to ensure that prisoners are supported appropriately.

4.4 Use of force

4.4.1 From the information that is available the Board considers that the use of force has been proportionate to the operation of an open prison. The majority of incidents take place on a planned basis for movement to the secure accommodation unit and are generally limited to the use of ratchet handcuffs.

4.5 Substance misuse

4.5.1 The Board understands that the substance misuse service has continued to operate throughout the pandemic. New arrivals are given information on the substance misuse service, including how to access support.

4.5.2 The prison has a zero tolerance approach to alcohol and prisoners who are returning to the establishment from a place of work or release on temporary licence (ROTL) are tested on a risk and suspicion basis. Mandatory testing has not taken place due to Covid-19 restrictions.

4.5.3 Both intelligence led and routine activity within the prison has resulted in the detection and recovery of both large and small quantities of illicit items including alcohol, drugs and mobile phones during the past year. The open nature of the site and the proximity of the prison to major road networks make this a particularly intractable problem.

4.5.4 The Board recognises the practical difficulties faced by the security staff whilst trying to keep the prisoners and the establishment safe. Nevertheless the Board remains concerned about the apparent frequency with which illicit items continue to enter the establishment.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

5.1.1 The present accommodation blocks, apart from the new pods, are old and were not built to last. The accommodation has ongoing problems with damp, heating and other issues, all of which have been well documented in previous reports.

5.1.2 During the Covid-19 outbreak there were approximately 200 more prisoners on site who would usually have been out at work placements or employed in

workshops, so the personal facilities were subject to considerable extra use. A programme of toilet refurbishment has been started and is progressing well.

5.1.3 Portable toilets were provided whilst the refurbishment was in process, and in this reporting year five wings have benefitted from complete toilet refurbishment. Plans are in place, together with the finance, to remove the present shower wall cladding and replace it with tiles. This is both for cleanliness and to prevent damage by a small number of occupants.

5.1.4 The biggest change in accommodation has been the installation of an individual pod accommodation system, in response to the need to isolate prisoners during the pandemic. These offer small single rooms with en-suite facilities. The pods are very popular with the prisoners, who value the privacy these facilities allow them. When speaking to prisoners they have been very enthusiastic about the facilities, despite the limited access to PIN phones, which has led to some complaints. There is one member of staff during the day dedicated to oversee the pods. Currently there are in total 80 single pods, 10 of which have been used for isolation, and five for prisoners who need to shield.

5.1.5 The prison has encouraged prisoners to make full use of the areas outside the residential wings during the pandemic, where it is easy to observe social distancing and the men have enjoyed creating gardens around the buildings and making the area a pleasant place to live.

5.1.6 Prisoners are able to wear their own clothing if they wish. There is a separate personal laundry area staffed by four prisoners, whose role it is to launder all the prisoners' clothing. The laundry building is due a mini-refurbishment in the near future, which is much needed.

5.1.7 If specialist workwear is required for work purposes it is supplied by the prison, e.g. safety boots and overalls.

5.1.8 In order to maintain a safe environment and to comply with Covid-19 safety rules the service of food has been changed to collection by one wing at a time. In order to promote fairness the wings' collection times are rotated. This has resulted in a significant reduction in bullying and queue jumping by a small number of prisoners. Some prisoners have suggested that they would like this system to remain after restrictions are lifted, although outworkers felt that it worked to their disadvantage.

5.1.9 A new menu system has enabled the display of the calorific value and allergen content of all menu items available and meets the requirements of Natasha's law.

5.1.10 Most prisoners report that the food is of good quality, although during the reporting period Board members have been unable to sample it.

5.1.11 Festivals are always catered for and the recent festival of Eid after Ramadan went very well with the special festival meal offered to the whole prison population should they wish to choose it. The imam and prisoners confirmed that the catering facilities for Ramadan were of good quality, despite the Covid-19 restrictions, and problems associated with keeping the food warm until sunset were quickly overcome.

5.1.12 There have been six complaints relating to food during the current reporting year. Food Focus prisoner groups will resume when Covid-19 restrictions allow; these meetings are monitored by the IMB and found to be very useful to the prison population.

5.1.13 The prison provided 10 additional TV channels during the lockdown period, some chosen by prisoner ballot, which were available in all prisoner accommodation.

5.2 Segregation, special accommodation

5.2.1 Sudbury does not have a segregation area.

5.2.2 The prison has a secure accommodation unit (SAU) with two cells with toilet en-suite. A separate shower is available for prisoner use if required. There is no exercise facility available so the facility is only used for short stays.

5.2.3 The Sudbury monitoring and review group (SMARG) has analysed statistics relating to prisoners located in the SAU for the period from January to March 2021, looking at a wide range of comparators including ethnicity, sending prison, reason for location and authorising governor. The report was not completed within the Board's reporting year, but it will enable the prison to address the factors that influence transfers more effectively in the coming year.

5.2.4 Occasionally prisoners choose to locate themselves in the SAU for mental health and safety reasons. All occupants of the SAU regardless of the reason for which they are located are assessed by the healthcare team and chaplaincy staff visit on a regular basis. Prisoners have access to a telephone in the department corridor and are offered the services of a Listener.

5.3 Staff-prisoner/detainee relationships, key workers

5.3.1 Limited access to the prison during this reporting year means that Board members have had little opportunity to observe staff-prisoner interaction.

5.3.2 Restrictions on face-to-face communication have resulted in a slowing down of vital progression work, with some prisoners not knowing who their prison offender manager (POM) is, particularly if they arrived at Sudbury during the pandemic.

5.3.3 Some prisoners have complained about staff treating them with disrespect, or using lockdown restrictions to prevent them mixing with other prisoners in certain situations (like the dining queue) although they socialise in other places.

5.4 Equality and diversity

5.4.1 Outcomes for protected groups:

- There have been issues with the progression of black, Asian and minority ethnic prisoners to paid employment outside the prison. Evidence from September suggested that the situation was improving. An analysis of data broken down by ethnicity was produced for the final period of the IMB reporting year, and the issue, which is now clearly on the prison's agenda, is being monitored by the resettlement team.
- In the January to March quarter the Sudbury segregation monitoring and review group (SMARG) reported on characteristics of prisoners located in the

SAU, and no protected groups were found to be disproportionately represented (although very few older prisoners were located there).

- Young adults are completing a maturity screening process, with targeted support provided for those with particularly low scores.
- Following concerns that black, Asian and minority ethnic prisoners, and prisoners in the 22-29 age group were over-represented in incentives reviews, further analysis was undertaken to identify whether this was indicative of unconscious bias.

5.4.2 Fewer designated equalities staff have been available to investigate discrimination incident report forms (DIRFs), and issues arising from early day screenings, and to complete daily welfare checks. This, once again, reflects the impact of Covid-19 which has necessitated the redeployment of staff to cover additional pandemic related duties.

5.4.3 At the early stages of the pandemic, investigation of DIRFs was taking longer than expected, with three forms predating the beginning of June not being closed until September, but the processing time had improved significantly by the end of the reporting year, partly as the problems of Covid-19 recede, partly due to the introduction of improved monitoring.

5.4.4 A number of forums have been held, including a Gypsy, Roma and Traveller forum, and a Black and Asian forum, but, as the pandemic developed and meetings between different bubbles became a risk, questionnaires were used with specific groups. Response levels were disappointing.

5.4.5 A number of special events and celebrations have been held over the reporting year, but the inclusion of outside organisations has not been possible due to repeated lockdowns in the community. Religious festivals were marked with services and, where appropriate, special menus. Black History Month, Transgender Awareness Week, LGBTI+ Awareness Month, and Holocaust Memorial Day were all marked with displays and information leaflets with WayOut TV also being used as a communication tool.

5.5 Faith and pastoral support

5.5.1 The chaplaincy department has played a key role in prisoner support during the Covid-19 outbreak. Although services for any faith were unable to take place for a considerable time, individual support was paramount in order to support the prisoners' wellbeing and mental health regime.

5.5.2 All faiths were supplied with written material to support their requirements, and individual support took many forms. In the cases of bereavement, support from an appropriate faith leader was available on an individual basis. Zoom funeral access was given and individual candle lighting was available to prisoners. Telephone access was given to prisoners whose close relatives were on palliative care. This was much appreciated by the prison population. Two quotes from prisoners to the IMB indicate the impact of the chaplaincy's work:

“He is like a Father to us,” speaking of the imam

“She is an absolute diamond,” speaking of the Anglican chaplain.

5.5.3 Eid celebrations took place on a restricted level and a celebratory meal was supplied. Other faith services have also resumed on a restricted basis.

5.6 Incentives and privileges (IP)

5.6.1 During the pandemic, all prisoners have been on standard or enhanced privileges. Even so, 16 complaints related to IP.

5.7 Complaints

5.7.1 Despite restrictions, most complaints have been processed effectively and within the required timeframe.

5.7.2 Out of a total of 234 complaints during the reporting period, 92% received a response within three working days.

5.7.3 Property, canteen and residential concerns were the most common source of complaint.

5.7.4 Complaints relating to work were unusually high, but this arises from the complex nature of securing employment for prisoners during the pandemic. Prisoners quite reasonably expect outside work placements as part of their progression into a category D prison and were frustrated at the lack of opportunities available to them over the reporting year.

5.8 Property

5.8.1 Property continues to be a concern, with many of the issues concerning property lost during transfer. There is often not enough room on the transport for all the prisoner's property at the time of transfer, thus causing an issue with lost property in transit. Transfer and storage of prisoners' property causes difficulties with staff, who are often faced with material arriving over a period of time and in non-standard packaging. Storage at the prison appears well-structured and carefully documented, but despite the efforts of staff this issue remains one of concern.

5.8.2 The issue of dealing with property has been made more difficult by the need to quarantine goods entering the prison. This has been a challenge in terms of storage space and on occasions has made it difficult to access items.

6. Health and wellbeing

6.1 Physical healthcare

6.1.1 Healthcare continues to be provided by Practice Plus. The department currently has a vacancy for one part time administrator and an 18 hours per week nurse post. Monthly quality assurance meetings between healthcare and the prison management have resumed after being interrupted due to Covid-19. There have been three interim heads of healthcare over the period of the pandemic. The current head of healthcare is well integrated into the prison senior management team and this has assisted in ensuring good communication over the last year.

6.1.2 Towards the end of the reporting year, the prison, which had previously managed to avoid a major outbreak, recorded three positive Covid-19 cases, rising to six. Public Health England then carried out mass testing of over 400 people, of whom 90 tested positive. The subsequent lockdown lasted for a month. The

healthcare professionals were well supported by Public Health England in managing the outbreak within the prison.

6.1.3 The uptake of Covid-19 vaccine has been very good amongst the nine national priority groups, but has been poor amongst the 18 to 40 age group currently being offered the vaccine.

6.1.4 A full range of primary care services is available although there has inevitably been some disruption to the provision throughout the year. When services have been affected by Covid-19 restrictions the department prioritised a focus on monitoring positive Covid-19 patients, reviewing vulnerable prisoners, urgent mental health/primary care and dental appointments in addition to administering medication and emergency responses. All services have now resumed.

6.1.5 Significant improvements have been made to the dental suite but there remain 154 patients on the waiting list.

6.1.6 Attendance at internal and GP appointments has averaged 86% and 84% respectively.

6.1.7 The healthcare department now includes a pharmacy technician and there have been no reported issues in the risk assessment of patients holding their own medication. Administration of medication continued effectively throughout the Covid-19 restrictions.

6.1.8 The healthcare department ensures that all patients with identified chronic health conditions have management of care and treatment plans in place.

6.1.9 Health promotion activities include support with giving up smoking and all new arrivals are offered this support. Vape alternatives to tobacco are available for purchase through the canteen. There continues to be a high proportion of prisoners who are smokers.

6.1.10 Weekly healthy lifestyle clinics which address weight management and diet advice are delivered by healthcare assistants. A newly appointed staff nurse now takes the lead on diabetic cases with a view to setting up support clinics. Liaison has taken place with the kitchen to provide menu options for Type one and two diabetics.

6.2 Mental healthcare

6.2.1 There has been no significant increase in prisoners receiving mental health diagnoses.

6.2.2 A link has now been made with the senior practitioner social worker for Foston and Sudbury prisons to develop signposting services to community based social services prior to release.

6.3 Exercise, time out of cell, gym

6.3.1 In a short scrutiny visit in June 2020, where HMIP compared Covid-19 responses at three different open prisons, the inspectors remarked that "at....Sudbury prisoners continued to enjoy the freedom of an open prison and were

allowed out of their unit at any time until the evening curfew, as long as they adhered to the social distancing rules." This is confirmed by observations of Board members when they were able to visit across the ensuing twelve months.

6.3.2 Whilst the indoor gym had to close for most of the year, it reopened briefly in the summer with careful attention to social distancing and the cleaning down of equipment between uses. Board members also observed use of excellent outdoor gym facilities including weights and cardiovascular equipment. This facility continued to be used throughout the year, with a canopy installed to protect the area during bad weather.

6.4 Drug rehabilitation

Support for prisoners with drug and alcohol dependence has remained good during the year despite the restrictions necessary during the pandemic. One-to-one appointments continued, including support for prevention of relapse and coping strategies. Support for detoxification was also available for prisoners on substitute medication and those using drugs illicitly.

6.5 Soft skills

6.5.1 The acquisition of soft skills is one of the many areas to have been compromised by the pandemic. With fewer prisoners working outside the prison, education delivered mostly in room by distance learning and workshop leaders concentrating on the theory rather than the practical aspects of vocational training courses, the standard routes for building soft skills have been closed for most of the year.

7. Progression and resettlement

7.1 Education, library

7.1.1 Access to education has been intermittent over this reporting year, due to successive periods of lockdown. During the first five months, the number of education staff on site gradually increased to 12, mostly engaged in preparing to increase delivery of in-cell learning, as classroom learning was not considered safe. The reintroduction of one-to-one teaching in February was disrupted after two weeks by an outbreak of Covid-19 in the prison. Outbreak status was lifted towards the end of April, and in early May the prison moved into stage three of the national framework, allowing small group teaching to start again, with certain restrictions still in place.

7.1.2 Prisoners completed most education and vocational courses through in-cell work packs. Education staff were not permitted to access the wings as it was not deemed Covid-19 safe for the prisoners or for the staff members. All communication had to be in written form. Fifteen prisoners followed Open University courses in the academic year.

7.1.3 The displays in the dining hall included a variety of educational material for prisoners to complete in their rooms. Short course booklets through Gateway and Way2Learn were made available in the dining hall for prisoners to select and hand in for feedback and marking. Shielders received materials separately.

7.1.4 The Office for Standards in Education (OFSTED) made an interim visit in March. It was conducted remotely. A number of next steps were identified, which can be found in the full report on the HMIP website.

7.1.5 The library operated as a delivery service during lockdown. Each wing was provided with a printed list of library stock (books, magazines, newspapers and CDs) and details of how to request items. Library support workers (orderlies) were allocated wings to deliver and collect items.

7.1.6 Library staff continued to work on site. The statutory requirement to provide access to specific material, e.g. Archbold, policy frameworks, was delivered by library staff when requested by prisoners.

7.1.7 A book trolley service was introduced by the library support workers to provide access to a wider range of library books. This has been very well received and is a good way to promote the stock available to all.

7.1.8 A collection of free books was provided in the dining hall and outside the centre office. This is a mixture of unwanted library stock and donations that the library was able to source.

7.1.9 Library induction for newly arrived prisoners continued to take place twice a week in the dining hall. A library support worker told the men about the library, how the service is currently working, the resources it had to offer and encouraged them to complete a membership form.

7.1.10 Monthly displays have been placed in the dining hall to promote the range of library stock available to borrow, often raising awareness of equalities issues, as recorded in section 5.4.5 of this report.

7.2 Vocational training, work

7.2.1 The normal range of vocational training such as plastering, decorating, brickwork and rail tracks ceased. Recycling Lives conducted some forklift truck training for prisoners on their work party.

7.2.2 Internal work including Recycling Lives, market gardens, gardens and woodwork closed during the lockdowns and continued with Covid-19 precautions in between. The woodwork department comprising carpentry, fence panel and pallets completed essential work and orders. Working in the kitchens, laundry and cleaning in the residential area continued. Overall paid placements continued for between 60 and 70 workers. Recycling Lives was an extremely busy work area since re-opening in August with a rota of workers. The fully functional café outside the gate at Sudbury was closed. It normally provides authentic public facing front of house roles for prisoners, including barista skills, and experience for those working in the kitchen. The projects team continued to do painting, electrical, plumbing and building work around the site.

7.2.3 Resettlement continued to liaise with employers regarding job vacancies for ROTL and release. The job opportunities were advertised in the dining hall.

7.2.4 Before March 2020, up to 120 prisoners went out to paid work in the community and up to 60 were in unpaid work each day. At the point of lockdown all external workplaces were put on hold and reviewed. Between 50 and 90 prisoners

were able to continue external paid work during the period. The unpaid work e.g. in charity shops, ceased. There was a team of skilled prisoners helping to rebuild HMP Glen Parva and HMP Wellingborough.

7.3 Offender management and progression

7.3.1 There have been changes in the offender management unit (OMU) to implement the second stage of the offender management in custody (OMiC) model. The changes include line management being divided into services and delivery. Services is the case administration. Delivery is by the prison offender managers or POMs (both prison and probation). The dual role that currently operates in the open estate, where offender supervisors deliver both offender supervision and supervising officer duties, will not operate under OMiC. Instead prison offender managers (POMs) will have a specialist offender manager role, to allow them to focus on important offender management tasks.

7.3.2 In the survey conducted as part of the HMIP visit in April of this reporting year, prisoners were asked if staff were supporting them to achieve their custody plan objectives or targets. Twenty one percent responded 'I don't know what my objectives or targets are', 21% responded 'yes' and 50% 'no'. When asked by the IMB some prisoners responded in a way that supports this finding:

"I have been here seven months and as yet have not met my O/S..."

"I have been here over six months and have not had a risk assessment completed. Neither have I seen my O/S ..."

"My O/S is great but staff in this prison don't help you at all to progress. Everything I have to source myself and if I ask an officer it's like I'm asking for the impossible."

"I wasn't given a sentence plan however all staff have been professional, polite and supportive of me."

7.4 Family contact

7.4.1 Since March 2020 there has been almost no opportunity for prisoners to access day or overnight release on temporary licence (ROTL) to maintain family ties, except for a brief period of day release towards the end of the summer.

7.4.2 Other than a three-month period in the summer of 2020, no social visits were available at the prison. These visits took place with strict no physical contact rules due to Covid-19. They resumed again on 15 May 2021 at the end of the reporting period. Family contact was possible using telephone, video calls (Purple Visits) and email (Email a prisoner).

7.4.3 Prisoners had access to communal telephones on East, West and P wings and mobile phones on D wing (pods). Some prisoners said the cost of calls was too expensive. The tariff is set by BT but is more expensive than in-cell telephones in other prisons. Prisoners were given £5 a week phone PIN credit in order to facilitate phone contact, with an additional £2 allocated over the Christmas period. This is in addition to the PIN credit they purchase using the canteen system.

7.4.4 Video calls using the Purple Visits system were available from August 2020, with each prisoner offered the opportunity for one 30-minute call a month. Some families found it difficult to set up the system.

7.4.5 The library service implemented a new 'share a story' project instead of the previous Storybook Dads scheme (where prisoners record a story for their children). A copy of a children's book is given to the prisoner's family and the prisoner has a copy to read to their child in an interactive storytelling session over the phone or during Purple Visits.

7.4.6 The PACT (Prison Advice and Care Trust) family engagement worker continued to provide support for prisoners during the period of restrictions, although this support was predominantly carried out remotely. When working remotely the email a prisoner system was used. The support comprised casework and courses. Casework includes mediation between prisoners and their families. The courses are for personal development and include relationships and managing worries.

7.4.7 ROTL to support partners during labour has been suspended due to Covid19, but iPads are used to see new mothers and babies remotely as soon as possible after delivery.

7.5 Resettlement planning

7.5.1 371 prisoners were released during the current reporting year.

7.5.2 During lockdown the only through the gate (TTG) service on site was the community rehabilitation company (CRC) which worked remotely with prisoners from within the TTG hub to assist them in their last 12 weeks. The other services i.e. the Department for Work and Pensions job coach, St Giles Trust (who train prisoner peer mentors to a level 3 qualification in information, advice and guidance) and the finance, benefit and debt advisor worked with the prisoners from off-site.

7.5.3 In the HMIP survey referenced in 7.3.2, prisoners were also asked if anybody was helping them to prepare for release (e.g., probation, offender managers, resettlement workers). Of those expecting to be released in the next three months 18 said 'yes' and 29 said 'no'.

8. The work of the IMB

For most of this reporting year due to the Covid-19 pandemic, the Board has been monitoring the prison indirectly, through reports from the prison, remote attendance at meetings and responding by letter to prisoner applications. Between August and October 2020 rota visits were able to resume, but the increase in Covid cases with the onset of winter meant that visits were suspended again until late April, when most Board members were double vaccinated and the April outbreak had subsided. The long-delayed recruitment campaign was able to take place, but only one new member was recruited. He joined the Board at the very end of the reporting year.

A new Governor was appointed in January of this reporting year. He has already established good relations with the Board, and is open to discussing issues and concerns as they arise.

Board statistics

| | |
|--|----|
| Recommended complement of Board members | 11 |
| Number of Board members at the start of the reporting period | 6 |
| Number of Board members at the end of the reporting period | 7 |
| Total number of visits to the establishment | 23 |
| Total number of segregation reviews attended | 0 |

Applications to the IMB

| Code | Subject | Previous reporting year | Current reporting year |
|------|---|-------------------------|------------------------|
| A | Accommodation, including laundry, clothing, ablutions | 3 | 0 |
| B | Discipline, including adjudications, IEP, sanctions | 0 | 0 |
| C | Equality | 1 | 1 |
| D | Purposeful activity, including education, work, training, library, regime, time out of cell | 1 | 1 |
| E1 | Letters, visits, telephones, public protection restrictions | 1 | 0 |
| E2 | Finance, including pay, private monies, spends | 3 | 0 |
| F | Food and kitchens | 0 | 0 |
| G | Health, including physical, mental, social care | 2 | 0 |
| H1 | Property within this establishment | 0 | 0 |
| H2 | Property during transfer or in another establishment or location | 2 | 2 |
| H3 | Canteen, facility list, catalogue(s) | 1 | 1 |
| I | Sentence management, including HDC, release on temporary licence, parole, release dates, recategorisation | 3 | 1 |
| J | Staff/prisoner concerns, including bullying | 0 | 0 |
| K | Transfers | 1 | 1 |
| L | Miscellaneous, including complaints system | 4 | 0 |
| | Total number of applications | 22 | 7 |



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