



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

**For reporting year  
1 January 2021 – 31 December 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/YOI Hollesley Bay is a rambling open prison with capacity for up to 495 adult and young adult (18-21) male prisoners in nine residential units. This number is expected to increase to approximately 650 within the next 18 months. It is situated in East Suffolk, a mile from the North Sea, and the nearest large town is Ipswich (c. 20 miles).
- 2.2 As an open prison, Hollesley Bay only accommodates prisoners who are category D, that is prisoners assessed as least risk to the public.
- 2.3 All prisoners, unless excused for medical or age reasons, are occupied in daytime working hours. Under normal circumstances, approximately 150 (c. 30%) will work in jobs or community service outside the prison. The remainder work at the prison or attend practical training courses or education. This figure was significantly reduced for the majority of 2021 due to the coronavirus 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 *Resettlement* section). Sentence planning by offender supervisors is carried out immediately upon prisoners' arrival and thereafter the main objective is for residents to assume more responsibility for themselves be it in work and/or training, and their behaviour. They are encouraged in this via the incentives scheme and progressive stages of release on temporary licence (ROTL).
- 2.5 The nine accommodation units are as follows: Hoxon, Stow, Cosford, Wilford, Blything, Samford, Mutford, Threadling and Plomesgate. Bosmere unit was demolished in 2021.
- 2.6 Most units house between 40 and 80 men, mainly in single accommodation but there are about 40-45 double occupancy rooms and a few quadruple rooms. A temporary unit, Claydon, was added in 2020. this consisted of 24 temporary residential units often referred to as 'bunkabins.'
- 2.7 Plomesgate (Containex type of provision) with accommodation for 48 prisoners replaced Claydon, with appropriate electricity supply, drainage, sanitation, self-cooking kitchen, communal space, etc. There will be a further expansion of these units in 2022.
- 2.8 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 multi-faith centre; a library; a large and well-equipped gymnasium; and an industrial-class kitchen which also serves nearby HMP Warren Hill. This kitchen was replaced in 2021 by a much-improved temporary 'field' kitchen. At the time of writing there is no certainty about the timing of work on the permanent replacement kitchen.
- 2.9 Administration, including the Governor, deputy, and assistant governors' offices and all departments involved in the management of prisoners and the prison

itself, is based in the main building (St. Georges) which is in the centre of the complex.

- 2.10 In mid-2019, it was announced that the prison would in future begin to accept more persons convicted of sexual offences (now named PCOSO rather than the original term of MCOSO). Consideration of the required staffing numbers and profile progressed during 2020 and the first controlled intake of up to 30 PCOSO prisoners, arrived at Hollesley Bay from September 2021
- 2.11 A couple of months prior to this, a new Governor was appointed, and after approximately six months they are 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 2021 report was compiled during the Covid-19 pandemic and the various 'lockdowns' throughout the year. Accordingly, certain evidential statistics, trends or being able to meet up with staff to discuss and verify information were considerably more difficult due to this unprecedented situation. During these times, the Governor and his staff introduced new ways of working and, although not perfect, this allowed the IMB to continue to fulfill its monitoring role – for example circulation of the routine daily briefing sheets (DBS), notices to colleagues (NTCs), notices to residents (NCRs) and notifications of adjudication hearings and the decisions made.
- 3.1.2 The IMB would also like to commend the effective way in which the Covid pandemic was managed. Plans were prepared very quickly and thoroughly for the site, including establishing an isolation unit; communications between staff and prisoners were effective; mask wearing (when compulsory) was generally upheld and the movement of prisoners from unit to unit or cell to cell was met with little resistance from the prisoners themselves. Effective communication was maintained throughout the year.

#### 3.2 Main judgements

- 3.2.1 Building on the successes of the first strategy document 'Vision, Priorities and Objectives 2020 – 2021', a second strategy document for 2021 – 2022 was introduced. This built on and developed much of what was in the first document.

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 utilize a model of staff supervision and focus training and capability;
- c) Successful reconfiguration and introduction of the PCOSO (Persons Convicted of Sexual Offences) population by developing an implementation plan. Engaging with key stakeholders. Effective delivery of the OMiC (Offender Management in Custody) model
- d) Continued emphasis on increasing training opportunities, education activities and 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.

e) The new regime can be summarized by the acronym – PROUD

- People
- Reducing Offending
- Offender Management Unit
- Unlocking Intelligence
- Decency

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 GFSL (Government Facilities Services Ltd. – part of the MoJ) schemes whereby prisoners would learn trades and skills by working with skilled tradespeople carrying out work on-site, better understanding of the equalities agenda and paying specific attention to the 2010 Equalities Act protected characteristics, and meeting the four HMIP ‘healthy prison’ tests of safety, respect, purposeful activity, and rehabilitation and release planning.

3.2.3 In addition to the above, Hollesley Bay 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; and
- High Quality Sentence Management.

3.2.4 These ambitions and values are fully on view as one enters the gate house to the prison. The IMB welcomed 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; where incidents of bullying or aggression are detected or suspected, these are dealt with both efficiently and effectively.

3.2.6 To our knowledge there has been no official serious incident in the past seven years.

### **How fairly and humanely are prisoners treated?**

3.2.7 The IMB believes the prisoners are treated fairly, humanely and consistently at the prison and that there is a culture within the prison that encourages dignity and respect between staff, staff and prisoners and prisoner to prisoner. However, it is recognised that this is an area where complacency 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 well-being needs met?**

- 3.2.8 In 2020 there was a change in the provision of healthcare at the prison. A new contract was negotiated with Leiston Surgery who provide the GP services for the prison and there is additional support provided by a self-employed GP. This service is working well, with no major issues identified by the IMB.
- 3.2.9 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 Hollesley Bay.
- 3.2.10 Dentistry, ophthalmic and podiatry care have adhered to the Covid-19 guidelines issued by Public Health England (PHE), which has inevitably resulted in a lesser service than previously offered. However, services are now returning to the previous normal.

### **How are prisoners progressed towards successful resettlement?**

- 3.2.11 Following induction, all prisoners other than those who are long term sick or past retirement age are required to be purposefully engaged whilst at the establishment.
- 3.2.12 An assessment process takes place during which prisoners may express a preference as to whether they wish to take on a work role within Hollesley Bay or whether they wish to engage in a vocational training course or education.
- 3.2.13 Pre-Covid, there was a significant increase over the year in the numbers of prisoners who undertake paid employment outside of 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 IMB welcomes the increased emphasis placed on prisoner employability. Outside work was the number one priority for the previous Governor and the then-senior management team.
- 3.2.14 However, since the arrival of the current Governor there has been greater emphasis placed upon 'earned progression'. This is most probably best explained by prisoners being expected to demonstrate commitment and strict involvement in working towards their planned release. So, for example, on arrival at Hollesley Bay a detailed assessment of prisoners' abilities and past achievements is undertaken along with discussions about their future work or employment. These latter discussions are tailored towards the prisoners' future ambitions, tinged with a large element of realism about the job market in their home area. This 'pathway approach' was not universally accepted by the prison population when it was first introduced. However, with the passing of time it has become accepted and prisoners can genuinely see the reasoning and philosophy underpinning the approach. The IMB welcomes this more structured approach.
- 3.2.15 However, the IMB recognises that in some cases the employment opportunities in East Anglia will be different to those available in places where the prisoners are likely to live upon release. Nevertheless, good work habits will have been established and, if possible, the staff will introduce more courses tailored to typical urban areas. There are obviously certain work opportunities that are common to both.

### **3.3 Main areas for development**

- 3.3.1 By way of introduction to the recommendations from the Hollesley Bay IMB, it is recognised that the year being reported on, 2021, has been a difficult year to



maintain and develop services at the prison. Nevertheless, most services (albeit with reduced numbers and frequency) have been maintained and the IMB would like to pay recognition to the Governor and the staff for dealing with complex and difficult issues (which required flexibility and agility) throughout the year in a very comprehensive and effective manner. It is also recognised that cooperation from and joint working with the prisoners makes life considerably easier all round and this was achieved.

3.3.2 The IMB also welcomes the majority of suggestions made in the recently-published White Paper and in particular is very supportive of the stronger emphasis being placed on creating a 'rehabilitative culture' in our prisons.<sup>1</sup>

3.3.3 Being specific, more and a greater range of training courses and the development of a 'compact' between the prison leavers and the wider society were welcomed. The introduction of a 'resettlement passport' and further strengthening of the independent scrutiny of prisons were also supported. It is against this background that the following recommendations are made.

**To the Minister:**

1. That the recommendations made in the Ministry of Justice's White Paper, after consultation, are implemented and adequately resourced.
2. That particular attention is given to prisoners when they leave prison having access to suitable accommodation and employment opportunities.
3. That effective support for mental health issues is developed within prisons and after leaving should they still be required.
4. That further consideration is given to the indeterminate sentences for public protection (IPP) regime to eradicate many of the injustices that are all too common in the system.
5. That consideration is given to the introduction of the key worker system in open prisons.
6. That the Minister, jointly with the IMB Secretariat, explore ways of broadening the numerical strength and composition of local IMBs so that they become more representative of the UK's population as a whole and the profile of our current prisoner population.

**To the Prison Service:**

1. The IMB at Hollesley Bay recognises the considerable investment made in 2021. There was a residential unit demolished and this was replaced by 'Containex units, all single-person units. Based upon this experience, the IMB would urge the Prison Service to move to a situation where all multiple-occupancy cells are removed and replaced with single person accommodation.
2. That further capital investment is made into the open prison estate to allow the buildings and facilities to be improved and the backlog of maintenance requirements to be tackled in a programmed way – failing heating systems,

<sup>1</sup> [Prisons Strategy White Paper](#), 7 December 2021

leaking roofs, inadequate catering facilities, etc, as well as funding additional security measures, enhanced CCTV and improved security lighting.

3. To allow Governors of prisons greater budgetary flexibility to meet the priorities of their prison.

### **To the Governor**

1. The IMB welcomes the introduction of the more formal sequential learning approach adopted by the prison in 2021. This is beneficial to the prisoners and acts as a good motivational tool, which leads to ROTL being used in a more purposeful way.
2. The publication of a more comprehensive induction booklet is welcomed; not only does it inform the prisoners from other sending prisons what they can expect from Hollesley Bay, it provides a structured approach to learning which enables staff to better prepare prisoners in terms of their 'employability' and what to expect from life outside of prison. Considering this in slightly greater depth, outside society will have changed considerably for many prisoners during their time inside; none more so than in the use of the internet. To this end the IMB would ask the Governor to consider introducing ways of using IT, and mobile phones in particular, that are safe and improve family contact and may well have other benefits as well.
3. Recognising that there are difficulties in developing an 'employers forum' for Hollesley Bay (since many of the prisoners' home addresses will be considerable distances away) the prison should develop a two-stage approach towards prisoner employability whereby basic skills or behaviours are brought up to scratch and other labour market considerations are developed to give prisoners the best chance of employment once their sentences are completed, e.g. in street works, warehousing, construction.
4. That the efforts being put into improving the site security are continued.

## **3.4 Progress since the last report**

### **3.4.1 Considerable progress has been made during the 2021 year.**

- Improved communications with staff, prisoners and the local communities (via parish councils in the main) and considerably more openness in discussion to address issues that face Hollesley Bay, the staff of the prison and those who live there.
- Continued emphasis on the equality agenda, with considerably more monitoring to identify any possible disparities between the various racial groups in the prison and much improved facilities and space for ISCRE (Ipswich & Suffolk Council for Racial Equality). The direct benefit of this approach is yet to mature, but from informal feedback from the prisoners there appears to be greater belief that the organisation is willing to tackle institutional bias, whether intentional or not. The monthly analysis of the prison's population according to race and adjudications, resettlement, education, employability, open conditions suitability assessments (OCSA) and complaints gives further assurance.

- The concepts of employment progression and employment pathways were introduced in 2021 by the Governor and his senior management team. This is welcomed by the IMB, since it provides a more structured approach to learning and outside employment. The concept of earned progression is supported.
- The continued emphasis on outside employment opportunities for prisoners and recruiting a dedicated staff resource to increase the number and variety of outside job employment opportunities.
- More structured employment opportunities within the prison for prisoners and specifically enhancing the employability of prisoners with the opportunities afforded by the Lansbury Café, the restaurant at Marsh Farm Barn and the nearby Farm Shop. The concept of progression – from work solely within prison units, to work involving contact with the public, progressing to work in a commercial setting – via job opportunities is a most welcome improvement.
- A number of prisoners have found paid work with GFSL at Hollesley Bay which we greatly welcome and we hope this kind of purposeful use of in-house skills and abilities can increase for the mutual benefit of both the residents and the prison.
- Increased capital investment in buildings that have been neglected for several years and generally improving the overall appearance of the site. However, after years of neglect there is still a large backlog to be tackled.
- The demolition of the former Bosmere unit and the replacement by Plomesgate 'container' units was welcome.
- The transfer of the room where adjudications are held, thereby meeting Covid restrictions, was an enormous improvement and very helpful to the IMB as it enabled observations to continue.
- The programmed redecoration of the prison throughout the offices and residential units has led to a much brighter and more cared-for environment.
- The installation of outside gym stations for each unit is a valuable addition to the prison.
- The development of a prison community ethos both inside and outside of Hollesley Bay is welcomed.
- The analysis of the abscond rates and the actions taken to reduce them has instilled greater confidence in the service.
- Body-worn cameras have been introduced and officers, under strong encouragement, are now increasingly wearing them.
- There has been a similar number of intelligence reports (IRs) in 2020 and 2021, helping management to monitor all aspects of activity at the prison.
- Significant ACCT 6 training has been undertaken by the staff and the IMB members.

- The IMB particularly welcomed the establishment of an IPP and lifers working group within the prison and looks forward to the implementation of many of the changes recommended by this group.

- 3.4.2 It is pleasing to see that the prison's values and priorities are clearly displayed at the main gate and throughout the site.
- 3.4.3 Although not an improvement as such, the IMB 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 very 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 Hollesley Bay was declared an outbreak site, a unit was quickly identified for prisoner isolation. Prisoners were moved around to prevent further spread of the disease.
- 3.4.4 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 level of co-operation displayed by the prisoners was notably high, due in large part to the full and open communication from staff.
- 3.4.5 As the pandemic developed, the prison maintained services as well as it could. In-cell educational activities and library services were provided albeit the 'take-up' was disappointingly low.
- 3.4.6 As the coronavirus mutated from Delta to Omicron, the prison effectively mirrored the moves in the wider society with the wearing of facemasks and the introduction of testing routines.
- 3.4.7 The leadership required in these situations was displayed in abundance by the Governors and their senior management teams.

## Evidence sections 4 – 7

### 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. In the latter part of 2021, the prison re-designated the residential units, and prisoners were allocated based on a combination of considerations.
- 4.1.2 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.
- 4.1.3 In 2021, an induction booklet was issued, covering what prisoners could expect and the behavioural standards expected of them, as well as regimes and organisations accessible within the prison.
- 4.1.4 In 2021, adverse publicity was received about Hollesley Bay after photographs were taken of a female intruder being in one of the prisoners' cells and these were circulated on social media. Since then, more security patrols are undertaken and the external lighting at the prison is being upgraded.

#### 4.2 Suicide and self-harm, deaths in custody

- 4.2.1 An IMB member attends the safer custody meeting and commends the constructive, in-depth, multidisciplinary meetings. With the arrival of the PCOSO prisoners, the frequency of these meetings was reviewed. This review of the number of CSIPs and ACCTs that were opened in the year concluded that the frequency was right, but that it is something that would be kept under constant review.
- 4.2.2 Among the most serious actions at any time is the opening of an assessment, care in custody and teamwork (ACCT) document. All staff are reminded of the importance of opening ACCT documents whenever they have any concerns at all for a resident's wellbeing and consider they may be at risk of self-harm. Training for the introduction of the sixth iteration of the ACCT guidance, ACCT 6, has been undertaken by staff and the IMB at the prison.
- 4.2.3 Files are automatically opened and maintained whenever an ACCT is in operation concerning a prisoner's wellbeing. In 2021, 15 ACCTs were opened as compared to 19 in 2020, 15 in 2019, 19 in 2018 and 14 in 2017. The average over the five-year period was 17.
- 4.2.4 The average time each ACCT was open was 12 days. 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, then the prisoner may be transferred back to closed conditions.

Year	2017	2018	2019	2020	2021
Number of ACCTs	14	19	15	20	15
Trend					

*Number of ACCTs opened from 2017 through 2021*

- 4.2.5 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 an individual is assessed as requiring. Sometimes this means men are transferred back to closed conditions for their own wellbeing and personal safety.
- 4.2.6 Open ACCTs are noted on the daily briefing sheets, giving the prisoner's name, number and unit. However, in addition to this, Hollesley Bay has adopted a policy of updating staff via email with reviews as they occur. This is good practice and it ensures everyone is kept fully in the picture.
- 4.2.7 When visiting, IMB members check the log books on the residential units and contact prisoners when there is an open ACCT. Any concerns are followed up with the Governor, who is always responsive and very willing to share information. All staff and the IMB are informed when ACCTs are formally closed, thereby completing the circle.
- 4.2.8 The daily DBS (daily briefing sheets) publication records all prisoners who are on an ACCT/CSIP or are regarded as vulnerable in other ways. These briefings record 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.
- 4.2.9 There were three acts of self-harm in 2021, compared with one in the previous year and two in 2019.
- 4.2.10 In 2021, there were no deaths in custody.

### **Listeners**

- 4.2.11 The Listener scheme was maintained throughout 2021. Having seen the number of trained Listeners fall to an all-time low of just three in 2019, all living in the same residential block, the change in policy (which now requires each block to recruit a Listener) has improved the service considerably. There are now 11 Listeners at the prison, with three more undergoing training.
- 4.2.12 This service is regarded as an important and useful one and the IMB is pleased that a full spread (at least one per residential unit) of Listeners has been achieved.

4.2.13 The IMB is also very supportive of the 12<sup>th</sup> man peer support scheme, whereby mental health first aid training will be undertaken by those in key and influential roles in 2022.

### 4.3 Violence, violence reduction and self-isolation

4.3.1 Incidents of assault in 2021 remained low with seven in total, (the same as for 2020 and 2019), one of which was recorded against staff and six of which were prisoner on prisoner. None of them resulted in serious injury.


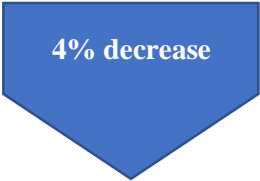
4.3.2 As reported last year, staff are increasingly wearing body-worn cameras, and their use is encouraged by the IMB.

#### Challenge, support and intervention plans (CSIPs)

4.3.3 Bullying is not tolerated and is a scarce occurrence at Hollesley Bay, but where it occurs, a victim would have compassionate support under challenge, support and intervention plans (CSIPs). Thereafter such incidents are closely monitored by the prison staff and on IMB rota visits. Perpetrators will normally be removed and transferred to closed conditions.

4.3.4 Sometimes, although not very frequently, prisoners are transferred back to closed conditions at their own request and this happened twice in 2021.



4.3.5 In 2021, 47 CSIP referrals were made, as compared to 49 in 2020 and 41 in 2019.

Year	2020	2021
Number of CSIPs issued	49	47
% change	 19.5% increase	 4% decrease

#### Enhanced Behaviour Monitoring (EBM)

4.3.6 The EBM process is a tool for identifying and managing ongoing risks of harm, reoffending or absconding. In 2021, nine EBMs were recorded, in comparison with 2020, when there were 13, and just one more than in 2019. EBMs highlight the very close attention and monitoring of prisoners, particularly those whose behaviour gives rise to concern.

4.3.7 Intelligence reports (IRs) from all quarters play an important role in ensuring safety in the prison. In 2021, IRs of all kinds numbered 2,749, which is an approximate 17% decrease on the previous year's total.

2020	2021
3302 IRs	2749 IRs
 +20%	 -17%

*Number of intelligence reports completed from 2020 and 2021*

4.3.8 Absconds for the 2021 reporting year were 12, compared with 15 in 2020, along with 43 ROTL or release failures. 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 23,929 ROTLs in 2021 as compared with 19,583 in 2020, an increase of nearly 40% in times when there were periods of lockdown due to the coronavirus pandemic. This effective use of the ROTL system allows approximately 150 prisoners to be out of the prison on a daily basis as part of their rehabilitation back into non-custodial living. The IMB considers that the prison uses the ROTL system very effectively and to the maximum advantage to the prisoners.

#### 4.4 Use of force

4.4.1 For the calendar year 2021, staff had occasion to use handcuffs 13 times and physical restraint ('control and restraint') four times, as compared with seven and five respectively in 2020. In the previous year, 2019, handcuffs were used 35 times and control and restraint once. As reported previously, the application of handcuffs on prisoners being moved to reception prior to transfer has changed, resulting in this much reduced figure.

#### 4.5 Preventing illicit items

4.5.1 Hollesley Bay prison has a very strong and comprehensive drugs and alcohol strategy aimed at reducing the supply and use and providing good support services. 2021 was a difficult and challenging year largely due to the 'on-off' restrictions imposed by Covid regulations and the disruption to normal routines. There were restrictions on the usual day-to-day regime routines, including access to ROTL.

4.5.2 Drug finds in 2021 numbered 111, whereas there were 116 in the previous year: a minor decrease of 0.5%. Cannabis was the drug most commonly found. For alcohol, the total number of finds for the year was 45 as compared with 58 in the previous year, a decrease of 22%. The number of mobile phone finds in 2021 was 133, an increase of 23 or 21% on the previous year.

Item	2018	2019	2020	2021
Drugs	109	82	116	111
Alcohol	unknown	unknown	58	45
Mobile 'phones	unknown	103	110	133

4.5.3 Mandatory drug tests (MDTs) are routinely carried out at the prison, and of the 376 tests carried out between January and November 2021, 60 proved positive.



When this is the case, consideration is given to the prisoner's suitability towards continuing to live under open conditions. Referral to the drug treatment services is often the outcome but occasionally prisoners are deemed unsuitable and returned to closed conditions.

- 4.5.4 Drug and alcohol services are provided by Phoenix Futures, and when Hollesley Bay was declared an outbreak site in early 2021 all face-to-face appointments had to be suspended. As restrictions eased, 1:1 appointments were again offered, either by telephone or face to face. The target set for Phoenix Futures – to work with 12% of the prison population – was exceeded in every month, with their achievement ranging between 14–17%.
- 4.5.5 The flexible drop-in service, group support and meetings such as AA (Alcoholics Anonymous) and NA (Narcotics Anonymous) all had to be dropped at a time when their services were particularly needed. This meant that maintaining information on notice boards, notices to prisoners and using Way Out TV played a more vital role in getting as much information out to prisoners as possible. It is hoped that the full range of services can be restored as soon as possible in 2022.

## **5. Fair and humane treatment**

### **5.1 Accommodation, clothing, food**

- 5.1.1 Rooms in the residential units are largely adequate and, for the majority, single occupancy, but approximately 100 men are in shared accommodation. Almost all prisoners have their own television and/or radio and personal provisions according to what they can afford and wish to buy from canteen. The individual 'bunkabin' style of accommodation, although popular with the majority of prisoners, has been replaced with 48 improved and slightly larger residential 'pods' – Plomesgate unit. A further 160 units will be built on site in 2022.
- 5.1.2 Common areas in the units have improved in cleanliness over the year, with prison staff undertaking more frequent inspections and prisoners themselves being encouraged to act with an improved community ethos. Areas are functional and all of them provide recreational facilities such as snooker and pool or table tennis, plus outdoor furniture in surrounding grounds for spring and summer.
- 5.1.3 The addition of heavy-duty outdoor gym equipment is an excellent addition to the outside areas. The provision of an outdoor chess board (approx. 4m x 4m in size) has been added to the site, and in October 2021 two prisoners from Hollesley Bay along with two others from HMP Wandsworth represented England in an international online prisons championship.
- 5.1.4 A new temporary kitchen facility was provided in 2021, replacing the previous facility which is due to be demolished and replaced. Although capital provision is in the 2022-2023 programme, the start date has yet to be determined. The Clink scheme operates in the kitchens, with six prisoners enrolled.
- 5.1.5 Appropriate clothing is provided for the prisoners to undertake their work. The stores are well equipped and very well organized.
- 5.1.6 The Board considers that food at the prison, especially lunch, consisting of soup, baguette and a small packet of crisps, is just about adequate but little more. This was reported last year and in the previous year. IMB members are frequently reminded that the daily cash allowance for feeding a prisoner is just over £2.00 per day, and the constraints under which the prison operates are well understood. Prisoners' formal complaints are relatively few – with just one formal complaint in 2021.
- 5.1.7 In a move to encourage greater prisoner independence and a contribution towards greater self-sufficiency and independent living, two microwave ovens per unit give prisoners the ability to cook or heat their own food. The Board greatly welcomes plans for cooking facilities within units to be augmented in the near future, since satisfaction with the food is not high. Further moves towards self-sufficiency have been introduced in most residential units.
- 5.1.8 The self-cook area in the Plomesgate unit serves as a good model for future developments in other residential areas – spacious, well equipped, easy to keep clean and most importantly well ventilated.
- 5.1.9 Laundry facilities exist in all units, mainly under the management of an appointed orderly, and clothing is regularly washed.
- 5.1.10 The 2019 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. In 2021, Bosmere unit was demolished and

Plomesgate was built. However, despite the obvious improvements, the infrastructure of the prison is creaking and a comprehensive plan of modernisation and refurbishment is required throughout the prison. For example, the floor in the gymnasium is slowly collapsing and needs replacing and any future closure will result in an enormous loss of amenity to the prisoners and will cause resentment and disgruntlement. Staff will also lose a valuable and well-used facility for self-fitness and training purposes. There is a lot of catching up to do.

5.1.11 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 etc. Nevertheless, there is some evidence that the necessary work, both internal and external, is now being tackled with more enthusiasm than in the past, resulting in improved appearance and greater security at the site.

5.1.12 There were 37 PEEPs (personal evacuation and emergency plans) issued to prisoners in 2021, highlighting the assistance required should the need arise. This compared to 16 such plans prepared in 2020 and 31 in 2019.

## **5.2 Segregation and out transfers**

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. Work will be carried out in 2022 on these three cells to enable them to accommodate prisoners who will be transferred to closed conditions, thereby avoiding the necessity to transfer any such prisoners to the nearby HMP Warren Hill.

5.2.2 As 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 OCSA, 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
- Continually displaying behaviours that demonstrate the prisoner has not accepted the levels of personal responsibility required for open living conditions.

5.2.3 In 2020 transfers back to closed conditions stood at an average of 11 per month compared to 15 per month in 2019. In 2021 the equivalent number was 204, or a monthly average of 17. This slight numerical increase had been expected following the Governor's determination to review standard penalties on a case-by-case basis, which resulted in slight relaxation on certain lesser offences and a crackdown on possession of illegal substances and the use of mobile telephones.

5.2.4 Developing this further, of a population of 256 who were considered for 'return to closed', the total who were actually returned was 135 or 53%. This compares with 261 considered and 174 or 67% returned in 2019, and confirms forecasts we made in last year's report. The equivalent percentage for 2021 was 52% or 199 returned out of a population of 383 who were considered.

### **5.3 Staff-prisoner relationships, key workers**

- 5.3.1 Communications between prisoners and staff at unit level appear to be good. Through constant interaction (collection of keys, post and general inquiries), unit officers clearly get to know their individual residents and soon become aware of any potential issues or conflicts. Officers are accordingly quick to act in the rare cases of bullying and subsequent victim support that arise and are otherwise helpful and cooperative to the prisoners.
- 5.3.2 As a Board, we too enjoy good relationships and an open-door access to the governors and officers at all levels. There is a culture of free-flowing information from all staff to the IMB. A series of insight sessions have been introduced in 2021, whereby individual sections from within the prison make presentations at each Board meeting – a type of informal scrutiny and information sharing. Staff have been very open with the issues they face and the IMB appreciates their participation.
- 5.3.3 Prisoners' councils are now structured on a residential unit basis, and these continue to offer a constructive contribution towards prison life. As with many prison activities, the council was less effective during 2021, but greater normality has been restored, with the councils (which are led by the residents) actively considering all aspects of prison life.
- 5.3.4 Telephones for the use of prisoners with their PIN cards are available in every unit, and over the past year the booths have been updated to allow much greater privacy. The Purple (video) Visits scheme was used during the visitor restriction period, and Hollesley Bay participated in the IMB's 0800 national complaints scheme.
- 5.3.5 Canteen, the means for prisoners to purchase their own provisions, has improved over the year but is not perfect. Some concerns surround the correct delivery of orders and possible theft. Increased efforts are currently in hand to tighten security in this respect.
- 5.3.6 In relation to key workers, the IMB remains disappointed that the roll-out of key workers has not been achieved in the open estate. It is felt that the prisoners having intense supervision and support as part of the OMiC process in the period leading up to their release would be enormously beneficial to most prisoners.

### **5.4 Equality and diversity**

- 5.4.1 Since the release of the Lammy Review, much has changed over the past few years at Hollesley Bay. The previous equality action team (EAT) meetings have been replaced by equality and inclusion meetings. Meetings take place on a monthly basis and the IMB has regular attendance at these.
- 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 now that the Covid guidelines are less stringent or removed completely.
- 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 scrutinize all aspects of prison life by exploring the records and statistics. Their findings were then presented to the monthly EAT meeting for further discussion. This approach will be reinstated, with presentation at equality and inclusion meetings instead.

- 5.4.4 Unit representatives have been replaced in a different approach whereby there are trained representatives appointed to deal with all aspects of the relevant 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. In addition, the prison makes arrangements for prisoners to celebrate most world faith religious celebrations – Ramadan, Eid, Diwali and Christmas, for example.
- 5.4.6 The prison now routinely carries out comparative analysis to establish if there is fair representation across the prison's activities and services. For example, routinely there is an analysis of the access to ROTL opportunities carried out by race to ensure that allocations are proportional to the various percentages of the population within the prison. Where it is found not to be the case, further and more detailed exploratory/investigative work is undertaken, and should it be necessary, corrective action is considered and taken.
- 5.4.7 The most senior officer who oversees the inclusion and diversity programme issues frequent bulletins and fact sheets to inform staff and prisoners about a variety of matters related to the equality, inclusion and diversity agenda. The IMB welcomes this initiative.

## **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 The prison makes arrangements to celebrate most major world faith religious celebrations as mentioned in 5.4.5 above – although the accessibility of the prison remains somewhat of a problem to some families with limited public transport available. In 2021 most of these events were reintroduced when the coronavirus restrictions were lifted.
- 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, and especially this year when several prisoners have received worrying news about family members contracting coronavirus and other matters where anxieties have inevitably been heightened.

## **5.6 Incentives schemes**

- 5.6.1 Incentives scheme meetings take place quarterly, led by the head of residence and the resettlement manager, and are attended by a representative from each unit. Arrival status at Hollesley Bay is enhanced, the highest level – and one of the principal purposes of the meetings is to review (anonymously) any changes in status of individual prisoners.
- 5.6.2 Statistics are made available for every movement, up or down, and the figures incorporate percentages for BAME prisoners. 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 year in question, all have been agreed by unit representatives to be fair and just.

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

## **5.7 Complaints**

- 5.7.1 A member of the IMB has access to the complaints clerk in person and electronically, helping to ensure the effective monitoring of how both internal and external complaints have been dealt with over the year.
- 5.7.2 There were 213 internal complaints in 2021 compared with 257 in 2020. This reduction of approximately a quarter cannot be attributed to any single factor, but there were considerable reductions in complaints about staff, the OMU, allocation of work opportunities and 'other' issues. The closure of Bosmere unit and resultant reduction in operational capacity was also likely to be a contributing factor to the overall decrease.
- 5.7.3 The Board assessed the full year's data against the previous years and no specific trends were detected. This is consistent with the findings of the prisoner complaints clerk. Increases in complaints related to mainly to property and finances: the former was almost certainly attributable to a significant increase in prisoner transfers (175 within a three-month period) and the latter stemmed from disquiet amongst prisoners about the increase in the victim levy, which was increased to the recommended 40%, albeit individual circumstances are reviewed before the final amount is set.
- 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 they have felt it necessary to follow up or question any decision or outcome.

## **5.8 Property**

- 5.8.1 The loss of property (27 complaints), particularly on transfer from another prison to Hollesley Bay, remains problematic. It reflects a high number of new inductions, but is exacerbated by the fact that some prisoners either do not have their entire property sent on their day of transfer, or in some cases it is not sent at all. This can be attributed, in part, to Serco's policy of carrying a limited number of property bags.
- 5.8.2 Contacts made with other prisons rarely resulted in any positive action being taken and prisoners have been advised to pursue matters via the Prisons and Probation Ombudsman. The Governor has also indicated that he wishes to see matters resolved by staff before a formal complaint becomes necessary.
- 5.8.3 Hollesley Bay has adequate facilities and well-run routines for storage and the staff are very thorough in their record-keeping, although it is still a manual record card system that is used. The use of the 0800 telephone complaints line, although few in number (two), has resulted in 'property complaints' being dealt with quickly.

## **6. Health and wellbeing**

### **6.1 Physical healthcare**

- 6.1.1 As in 2020, 2021 has been a challenging year for the provision of healthcare. The team have had to adapt their working patterns and routines to comply with the restrictions brought in during the Covid-19 pandemic. Safeguarding measures are in place for both the staff and prisoners, including social distancing, regular cleaning, use of masks etc. The provision of PPE and regular audits are carried out to ensure everything is in order. The IMB would like to commend the healthcare team for continued provision of service during such challenging and difficult times.
- 6.1.2 Routine and emergency appointments are generally available to prisoners. The healthcare team have 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. The introduction of PCOSO prisoners during the year has resulted in an increase in the provision of medication for this mainly older group of prisoners.
- 6.1.3 During 2021, there were 118 cases of Covid-19 reported at Hollesley Bay. Staff and prisoners co-operated very well to keep the infection rates consistently low, with vaccination rates amongst prisoners at 70–75% and rapid isolation of positive cases. There was only one hospitalisation and no prisoner deaths as a result of Covid-19. Communication throughout the prison was effective.
- 6.1.4 During 2021 the contract with the Leiston Surgery continued, providing the GP service for the prison. There is additional support provided by a bank GP. The prison has recently employed a full-time clinical lead nurse dedicated to Hollesley Bay (previously shared with Warren Hill). Additionally, there is a long-term conditions specialist nurse, an integrated drug treatment system lead nurse and a clinical educator nurse. For the pharmacy there is a pharmacist, a pharmacy dispenser and a pharmacy technician in post at the prison.
- 6.1.5 During 2021, a total of 1,375 GP appointments were made, in comparison with 1,104 last year. Prisoners failed to attend 188 out of the booked appointments (approx. 14%), a number the prison is seeking to reduce. According to the prisoners, appointment letters are not passed on to them in sufficiently good time by the staff on the residential units. This is a simple matter to change and the IMB would urge more vigilance from all quarters to ensure there is a reduction in wasted time and the associated costs of missed appointments.
- 6.1.6 Nurse-led clinics are offered and during the reporting period there were 11,425 appointments made with nursing staff, compared with 11,931 in the previous reporting period, which is 506 fewer. A total of 428 (3.7%) were cancelled and 150 (1.3%) appointments were lost due to prisoners not attending. These figures are not dissimilar to those for 2020.
- 6.1.7 Good links have been forged with hospices, hospitals and Macmillan Cancer Support to enable long term palliative care 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.
- 6.1.8 Healthcare-related complaints are handled by healthcare and the IMB has been informed that eight complaints were made in 2021, an impressive reduction from 26 in the previous year. The IMB has no access to those complaints due to data

protection compliance, but of the eight complaints, all were resolved in the first stages except one, which was not upheld in the event.

- 6.1.9 Under normal non-restrictive conditions, a healthcare forum is held on a monthly basis for prisoners at Hollesley Bay. Restrictions during 2021 have made it difficult to facilitate this, but a programme of health promotion has been displayed within healthcare.
- 6.1.10 The IMB is satisfied that the healthcare needs of the prisoners at this establishment are being met and commends the healthcare team for all their hard work over the year.

## **Dental care**

- 6.1.11 Whilst there were necessarily restrictions in place for dental provision during 2021, the dental team stepped up to ensure that any prisoner presenting with pain was either remotely triaged and offered advice, analgesics or antibiotics (the 'three As' approach) or was given a face-to-face appointment to resolve the issue. The team adhered to government guidelines as well as those from the chief dental officer to prevent risk to employees or prisoners.
- 6.1.12 Air ventilation units were supplied to help with the commencement of aerosol generating procedures, enabling certain routine procedures to be carried out whilst restrictions were still in place. Almost all follow-up treatments were kept up-to-date, but the check-up list was not deemed a priority during Covid restrictions.

## **6.2 Social care**

- 6.2.1 Healthcare has established good working relations with local authorities in order to provide social care to prisoners when they are inside the prison and also when they are released.
- 6.2.2 There are a number of healthcare awareness programmes. These include bowel cancer screening, AAA screening, diabetic eye screening, chlamydia screening and bloodborne virus screening. In 2021, through the efforts of the healthcare team the prison achieved 'micro-elimination' status from hepatitis C at any one time. This is monitored on a three-monthly basis by NHS England.

## **6.3 Mental healthcare**

- 6.3.1 During 2021 there were 624 mental health appointments, as compared with 928 in 2020. This decrease in the number of referrals appears to be attributable to the introduction of the Improving Access to Psychological Therapies (IAPT) services, which provide the primary mental health services for lower-level mental health issues such as anxiety and depression. Mental health appointments tend to focus on enduring mental health issues and psychotic disorders.
- 6.3.2 Mental health services are provided for prisoners with ongoing or newly diagnosed problems. The mental health team, although small in number, actively participate in healthcare forums, attend regular meetings with the drug strategy team and are present at the veterans (ex-servicemen) forum meetings. Hollesley Bay has one mental health lead nurse and two mental health practitioners. The team also benefit from the services of a learning disability nurse.



#### 6.4 **Exercise, regime**

- 6.4.1 Hollesley Bay is an open establishment; prisoners can access the extensive grounds, which include sports pitches, during their free time. The gymnasium is well used and well supervised. The range of equipment is good. However, problems with the floor, requiring considerable and costly repairs, in addition to Covid restrictions, resulted in most activities being transferred outside during 2021. The addition of external gym equipment is seen as very positive.
- 6.4.2 Generally within the prison there is a culture of encouraging healthy lifestyles, healthy food, keeping fit etc. especially amongst the younger prisoners.

## **7. Progression and resettlement**

### **7.1 Education, library**

- 7.1.1 Entry level and Levels 1 and 2 maths and English and some IT courses are provided in classroom settings. Take-up of maths and English courses is currently low.
- 7.1.2 In 2021, education and training were severely disrupted due to the coronavirus pandemic. All education and training in person, in the classroom and workshops stopped on 23 March 2020, the start of the first national lockdown. Government Covid guidelines for prisons prevented resumption of in-person activities until late autumn and four workshops opened on 2 November 2020 only to be shut down again with the onset of the third lockdown.
- 7.1.3 The activities in 2021 remained curtailed for the early part of the year. However, as the year progressed, the traditional styles' of learning returned and staff made considerable effort to restore the numbers that were previously undertaking learning. At the time of writing there is a strong indication that the numbers are picking up again.
- 7.1.4 The library has remained partly open to residents throughout the pandemic, again in accordance with national prison guidelines for 2021. When closed, various alternative provisions were introduced. One point of disgruntlement has been the withdrawal of the free newspaper service.

### **7.2 Vocational training, work**

- 7.2.1 Hollesley Bay provides a range of vocational training courses including horticulture, painting and decorating, waste management and recycling, motor mechanics and fleet maintenance, bricklaying, carpentry, roofing, street works, textile recycling, sports and catering. These courses, which are popular, develop practical skills in workshops and teach theory. Assessments are by written exams and practical coursework.
- 7.2.2 Paid outside work continued for some during 2021– those that were classified as essential workers – although the numbers were considerably reduced.
- 7.2.3 New workshops and courses were developed in 2021. The first is a packaging workshop in partnership with Thomas Ridley – a wholesale food and catering company – where prisoners make up welcome packs for the hospitality industry and Center Parcs in particular. The second, still under development, is a collaboration involving the New Futures Network and LMB (a large employer in prisons that regrades and recycles clothes, sells those which have 'vintage appeal', exports those which are in good condition and makes the rest into mops predominately for the motor trade) in the former gymnasium building and it is likely to employ approximately 70 men.
- 7.2.4 A very successful forklifting driving course has been introduced in 2021 which, whilst it can only accommodate up to six persons at a time, has proved very popular. Anecdotal evidence suggests it stands the prisoner in good stead for outside employment on release.
- 7.2.5 Combat2Coffee, a charitable organisation that works with armed forces veterans and prisoners, has been active in Hollesley Bay, providing barista training at both the prison's Lansbury and Marsh Barn facilities. The relationship between the two

organisations has been redrawn in accordance with the prison's ambition to have 'pathways to progression'.

### **7.3 Offender management, progression**

- 7.3.1 Resettlement of prisoners permeates almost all departments at Hollesley Bay, all working in unison. They include the OMU, the resettlement department, the education unit, the work placement department and the reducing reoffending department. The OMU also works constantly with outside agencies such as the Probation Service and the police, through multi-agency public protection arrangements (MAPPA).
- 7.3.2 On reaching the prison, a high percentage of prisoners arrive with only a basic offender assessment system (OASyS) assessment completed and staff in the OMU treat the updating of these assessments (to do with the risks and needs of each prisoner) as a priority.

### **7.4 Family contact**

- 7.4.1 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 prisoner's family.
- 7.4.2 Maintaining family links is encouraged at Hollesley Bay accepting that visits were suspended during Covid interruptions. The visits centre is spacious and welcoming, although the usage was considerably reduced in 2021. There is space enough for privacy, and generally speaking, the prison's policy that only searches of visitors' bags are conducted, in a reasonable and relatively un-invasive manner, has contributed to this ethos and culture.
- 7.4.3 Purple Visits continued in 2021 and have been a great asset to those prisoners, whose families and friends do not find it easy to make the journey to Hollesley Bay on visits days. Unfortunately, the IT was often disrupted, predominantly due to the isolated position of Hollesley Bay, but officers were always quick to respond and fix the problems.

### **7.5 Resettlement planning**

- 7.5.1 Towards the end of their sentence, and as soon as a prisoner reaches the '12 weeks remaining' point (prior to release), their offender supervisor (OS) activates an alert process with all necessary agencies, including probation, healthcare and police. The OS helps and supports the prisoner to navigate through the bureaucracy attached to leaving prison and settling back into life outside.
- 7.5.2 ROTL plays a huge part in prisoners' resettlement process and it takes different forms. There is resettlement day release (RDR) for those working away from the prison, resettlement overnight (ROR) for family contact, special purpose (SPR) for bereavements, short duration (SDR) such as visits to Job Centres, and family engagement (FE).
- 7.5.3 All such ROTLs involve the OMU's constant communication and cooperation with outside agencies, and we consider it to their credit that so many can be achieved.

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

# The work of the IMB

## 8.1. Visits monitoring figures

- 8.1.1 Restrictions limited visits throughout some of the year and the total visits by IMB members for the year amounted to 132; however full IMB meetings were carried out monthly, either in person or by using telephone conferencing.

## 8.2 Applications

- 8.2.1 During 2021, there were 23 applications to the Board, equivalent to one per fortnight, all of which were processed as quickly as possible whilst following IMB guidance and procedures. All applications were handled with understanding and a written or face-to-face response. In several instances, multiple applications were made on the same issue by the same prisoner.
- 8.2.2 Numerically, the category with the highest number of Board applications concerned property (six applications or 26%), followed by sentence management issues, mainly ROTL (5 applications or 22%).
- 8.2.3 Three IMB members are trained for the national 0800 complaints helpline and could participate should the systems show signs of being overwhelmed. Use of the 0800 system by prisoners at Hollesley Bay was negligible – only one case in 2020 and one in 2021.
- 8.2.4 There were two complaints about staff behaviour but none on bullying or equality, but this does not permit 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 from 2022 onwards.
- 8.2.5 IMB 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.
- 8.2.6 For a long time, all adjudications were held in a small office on Wilford unit. However, when social distancing was introduced an IMB member raised a concern about the inadequacy of the room. Very quickly, a more suitable room was identified and monitoring could resume. The use of this room continued throughout 2021. The IMB is pleased with the prison's responsiveness.

## 8.3 Recruitment and diversity

The Hollesley Bay IMB participated in the national recruitment campaign held in 2021 and this resulted in a new member being recruited. The IMB also contacted an umbrella organisation representing the BAME communities and one specific organisation with the desire to attract new members from the BAME communities and to make the Board more representative of the population of the UK as a whole and the prison population more generally. Regrettably those efforts were unfruitful. Nevertheless, increased efforts will be made in 2022, and the IMB at Hollesley Bay would urge continual effort at a national IMB level to repeat the recruitment campaigns and target resources towards recruitment from the BAME communities.

**Board statistics**

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	132
Total number of segregation reviews attended	N/A

## Applications to the IMB (including via the 0800 telephone line)

Code	Subject	Previous reporting year 2017	Previous reporting year 2018	Previous reporting year 2019	Previous reporting year 2020	Current reporting year 2021
A	Accommodation including laundry, clothing, ablutions	3	3	3	0	1
B	Discipline including adjudications, incentives schemes, sanctions	2	3	0	0	3
C	Equality	2	1	1	1	0
D	Purposeful activity including education, work, training, library, regime,	3	3	5	7	0
E1	Letters, visits, phones, public protection restrictions	0	0	1	0	0
E2	Finance including pay, private monies, spends	0	0	0	0	0
F	Food and kitchens	3	3	1	1	0
G	Health including physical, mental, social care	5	6	8	5	3
H1	Property within this establishment	4	2	4	0	1
H2	Property during transfer or in another establishment or location	9	3	1	2	6
H3	Canteen, facility list, catalogue(s)	0	0	0	0	0
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	8	5	5	5	5
J	Staff/prisoner concerns including bullying	8	3	0	1	2
K	Transfers	7	3	5	1	1
L	Miscellaneous	0	0	0	3	1
<b>Total number of IMB applications</b>		54	35	34	26	23

## Appendix: Glossary

Abbreviation	Definition
<b>ACCT</b>	Assessment, care in custody and teamwork
<b>BAME</b>	Black, Asian and minority ethnic
<b>CRC</b>	Community rehabilitation company
<b>CSIP</b>	Challenge, support and intervention plan
<b>EAT</b>	Equality action team
<b>FE</b>	Family engagement
<b>GFSL</b>	Government Facilities Services Ltd
<b>ISCRE</b>	Ipswich and Suffolk Council for Racial Equality
<b>IR</b>	Intelligence reports
<b>MAPPA</b>	Multi-agency public protection arrangements
<b>MDT</b>	Mandatory drug testing
<b>MoJ</b>	Ministry of Justice
<b>NTC</b>	Notice to colleagues
<b>NTR</b>	Notice to residents/prisoners
<b>OASyS</b>	Offender assessment system
<b>OMU</b>	Offender management unit
<b>OS</b>	Offender supervisor
<b>PCOSO</b>	Persons convicted of sexual offences
<b>PEEP</b>	Personal evacuation and emergency plans
<b>ROTL</b>	Release on temporary licence
<b>ROR</b>	Resettlement overnight ROTL
<b>SPR</b>	Special purpose ROTL
<b>SDR</b>	Short duration ROTL
<b>UoF</b>	Use of force





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