



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

**For reporting year  
1 January 2022 – 31 December 2022**

**Published April 2023**



# Contents

<b>Introductory sections 1 – 3 .....</b>	<b>2</b>
1. Statutory role of the IMB .....	2
2. Description of the establishment.....	3
3. Executive summary .....	5
 <b>Evidence sections 4 – 7 .....</b>	 <b>10</b>
4. Safety .....	10
5. Fair and humane treatment.....	15
6. Health and wellbeing .....	21
7. Progression and resettlement.....	24
8. The work of the IMB.....	28
Appendix: Glossary .....	31

## 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; and
- 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.

The IMB at Hollesley Bay can confirm that the prison staff have always been welcoming to the challenges presented by Members; have welcomed Member's attendance at meetings and adjudications and have genuinely operated in an open and co-operative way.

## **2. Description of the establishment**

- 2.1 HMP/YOI Hollesley Bay is a rambling open prison with capacity for up to 500 (number set as at November 2022) adult and young adult (18-21) male prisoners in nine residential units. This number will increase to approximately 650 within the next six months. It is situated in East Suffolk, a mile from the North Sea, and the nearest large town is Ipswich (around 20 miles away).
- 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 (around 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 Covid pandemic restrictions but in 2022 numbers have been restored to pre-pandemic levels.
- 2.4 For the great majority of prisoners, Hollesley Bay will be their last destination before release and emphasis is placed on rehabilitation and preparation for a return to society (see resettlement section). Sentence planning by prison offender managers (POMs) 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.
- 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.
- 2.7 Plomesgate – a container-style provision – with accommodation for 48 prisoners was added in 2021 and the groundworks and installation of a further 150 similar units commenced in 2022 and will be completed by mid-2023.
- 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 multifaith centre; a library; a large and well-equipped gymnasium; and a kitchen which also serves nearby HMP Warren Hill. This kitchen was replaced in 2021 by a much-improved temporary 'field' kitchen. There remains no certainty about the timing of work on the permanent replacement kitchen.
- 2.9 Administration, including the Governor, deputy, and other governors' offices and all departments involved in the management of prisoners and the prison itself, is based in the main building (St. George's) 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. Numerically, there are now 50 such prisoners accommodated at Hollesley Bay and this number will increase to 70 over the next year or so. They are now well established in the prison.
- 2.11 There has been a significant change in the regime at Hollesley Bay during 2022. This is the introduction of 'sequencing'.

## **SEQUENCING**

- 2.12 Sequencing is an overall framework within which the activities undertaken in Hollesley Bay prison are set. It is essentially about setting individual goals for prisoners, considering where prisoners are when they join Hollesley Bay and where they want to be when they leave.
- 2.13 Policy initiatives are assessed against this overall framework, thereby adding more purpose to prison life. This should result in prisoners having an improved chance of successful resettlement outside. For staff it presents an opportunity to focus on matters that are important to delivering services within the prison.
- 2.14 Hollesley Bay sequencing is defined in four parts:
- education
  - industries and activities
  - external work opportunities on licence
  - support and successful outcomes on release.
- 2.15 It encompasses all aspects of prison life – behaviour, training, learning and education, accommodation and release on temporary licence (ROTL).
- 2.16 ROTL is probably the most attractive aspect for prisoners moving from closed to open conditions within the overall prison system. It is a pathway to release; it allows town and home visits to take place; it allows working outside the prison and the opportunity to have paid employment. It is a strong motivational tool.
- 2.17 To put matters at their most simple, sequencing is about setting a framework within which prisoners operate. It is a system where all aspects of a prisoner's behaviour are recorded and considered, to provide an overall picture of how well the prisoner is progressing towards his release and to provide him with the necessary skills to cope with living on the outside when he is released.

### **3. Executive summary**

#### **3.1 Background to this Report**

- 3.1.1 The 2021 report was compiled during the Covid pandemic and the various lockdowns throughout the year. Accordingly, obtaining information on certain evidential statistics and trends, or being able to meet up with staff to discuss and verify information, was considerably more difficult due to this. For the majority of 2022 there was a return to normal.
- 3.1.2 The IMB commends the effective way in which the Covid pandemic was managed at the prison and recognises the additional efforts that were put in place to allow prisoners to resume their normal lives. The prison continues to be alert to Covid and has continued to take appropriate action when infections are identified.

#### **3.2 Main judgements**

- 3.2.1 Building on the successes of the first strategy document, 'Vision, Priorities and Objectives – the Strategy Priorities for 2022-2023' were introduced. These built on and developed much of what was in the previous document.

The priorities were identified as follows:

- a) To promote diversity and inclusion in ways that celebrate all people within the Hollesley Bay community
- b) To connect with families and build stronger relationships
- c) To provide a sequenced journey through custody to successful release
- d) Additionally, a 'colleague commitment' was introduced, which was 'to provide opportunities, build capacity and further develop our talented workforce'

- 3.2.2 Assessment of the effectiveness of delivery against these objectives is via weekly meetings which are summed up by the PROUD acronym, with each theme being discussed on a routine basis.

- **P**eople
- **R**educing Offending
- **O**ffender Management Unit
- **U**nlocking Intelligence
- **D**ecency

- 3.2.3 These ambitions and objectives are fully on view as one enters the gatehouse to the prison. The IMB welcomed this approach and is fully supportive of the framework described.

### **How safe is the prison?**

- 3.2.4 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.
- 3.2.5 There was no official serious incident in 2022.

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

- 3.2.6 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. The IMB would like to commend the prison for the effective planning and implementation of the plans to assimilate and accommodate approximately 50 prisoners convicted of sexual offences (PCOSO) during the year.
- 3.2.7 However, it is recognised that this is an area where complacency must not be allowed to set in and there has to be continual reinforcement of this approach. Staff and prisoners are continually reminded of this approach by the Governor and his senior staff.

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

- 3.2.8 Overall, the IMB assesses the prisoners' health and wellbeing needs as being met, although the current provision will need to be reviewed once the prison numbers increase and different cohorts of prisoners arrive.

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

- 3.2.9 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.
- 3.2.10 An assessment process takes place during which prisoners may express a preference as to whether they wish to take on a work role within Hollesley Bay or to engage in a vocational training course or education.
- 3.2.11 The prison continues to invest 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 remains a priority for the prison and it is now set in the wider context of prison life as part of the sequencing regime, i.e., it is an earned privilege.

## **3.3 Main areas for development**

- 3.3.1 By way of introduction to the recommendations for Hollesley Bay, the IMB has made reference to imprisonment for public protection (IPP) prisoners in the past, and indeed there has been a working party established in the prison to try and progress matters. Similarly, reference to the poor conditions at the prison has been made for several years.

**To the Minister:**

The IMB at Hollesley Bay prison:

1. Welcomes the call by the House of Commons Justice Committee for all prisoners subject to the IPP (imprisonment for public protection) sentence to be re-sentenced as soon as possible. However, like many other IMBs, the IMB at Hollesley Bay expresses disappointment that this recommendation was not supported by the current government;
2. Requests there is a concerted effort made to remove all multiple-occupancy cells in all prisons in the UK;
3. Supports the reunification of the Probation Service. Nevertheless, it is recognised that there is a need to recruit more trained staff and a national plan should be established for this purpose. This comment is equally applicable to prison officers.

**To the Prison Service:**

The IMB at Hollesley Bay prison:

1. Requests that the outstanding repair and maintenance issues being faced daily by most prisons in the UK are addressed.

**To the Governor**

The IMB at Hollesley Bay prison recommends:

1. That the sequencing approach adopted at Hollesley Bay continues to be developed and the understanding of it improved both within the prison and among those who wish to transfer to the prison;
2. That the transport arrangements currently in operation at the prison are explored and developed;
3. That, as the prison population becomes older, greater attention is paid to the social care agenda and any matters appearing are cross-referenced with the prison's health service providers.



### 3.4 Progress since the last report

#### 3.4.1 Considerable progress has been made during 2022.

- Improvements in communication amongst the senior staff at the prison have had a most welcome effect. Concentrating on each of the five elements of the PROUD acronym during the Monday to Friday working week each morning has added focus to the prison and the speedy circulation of minutes to the staff has improved the staff's knowledge of events and incidents. The overall direction of the prison and the supported policies are also reinforced by these routines.
- 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 Ipswich & Suffolk Council for Racial Equality (ISCRE). Last year (2021) it was reported that 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, in adjudications, resettlement, education, employability, open conditions suitability assessments (OCSA) and complaints, gives further assurance.
- Over the past two years, the IMB is pleased to report that there have been no complaints received within the equality classification. Indeed, the numbers of discrimination incident reporting form (DIRF) complaints received by the prison have dropped in the last three successive years: 16 in 2020, 11 in 2021 and seven last year in 2022. Further, more general complaints about discrimination and racism have demonstrated that this agenda is being tackled vigorously by the prison staff – in 2019, there were six complaints, seven the following year, one in 2021 and five in 2022. The involvement of ISCRE has increased scrutiny of the data and improved the prisoners' confidence in the systems.
- The concepts of employment progression and employment pathways (sequencing) were introduced in 2021 by the Governor and his senior management team and have been reinforced and strengthened during 2022. 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.
- Continued emphasis on outside employment opportunities for prisoners and having a dedicated staff resource to increase the number and variety of outside job employment opportunities.
- The Lansbury Café, the restaurant at Marsh Barn and the nearby farm shop, which are all staffed by prisoners, have had their working routines restructured in 2022: they are on a more commercial footing now. 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 (the maintenance contractor) 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. The IMB, via a series of *Insight* sessions held during the monthly Board meetings, was disappointed not to have discussions with the GFSL management about the expansion of this scheme, since there is a belief amongst IMB members that much more of the day-to-day maintenance at the prison could be undertaken with GFSL supervision and tuition.
- Increased capital investment in buildings that have been neglected for several years and general improvements to the overall appearance of the site. However, after years of neglect, there is still a large backlog to be tackled.

- Plomesgate ‘container’ units are appreciated by the prisoners largely because these are single person cells. The communal facilities are adequate, although there are planned improvements for the next 150 units on the site, e.g., covered walkways.
- 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.
- Body-worn cameras (BWCs) have been introduced and officers, under strong encouragement, are now increasingly wearing them.
- There has been a significant increase in the number of intelligence reports (IRs) in 2022 (3604) compared with 2021(2749), thereby helping management to monitor all aspects of activity at the prison.
- Significant ACCT six training has been undertaken by the staff and IMB members.
- Social video calls have been carried out throughout the year and improvements have been made to the accompanying technology. In-person visits have been restored in the recently decorated and refurbished hall. In 2023, there will be a play facility for children to use.
- Daily or routine inspections of residential units by senior staff have increased throughout 2022 and the findings are reported on the daily briefing sheets. The IMB welcomes this more hands-on approach.
- A footpath near Stow Unit was closed because intelligence reports suggested this was a popular route for banned items to be brought into the prison. Greater attention has been paid to the site with footpaths repaired, drainage covers replaced, and gutters (in part) cleaned, thereby improving the overall appearance of the prison grounds. Nevertheless, there is a lot more that can be done.
- New courses have been introduced – recycling of food waste, ground and street works, and fork-lift training. The clothes recycling business has developed vintage selling via eBay and a shop near the Marsh Barn outlet.
- Minibuses and prisoner transport is a concern to the IMB and we would urge a thorough review is undertaken in 2023.
- For prisoners being returned to closed conditions it is sometimes necessary to provide overnight accommodation at nearby Warren Hill – a suitable cell has now been identified at Hollesley Bay should this be required.
- 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.
- The changes made to the probation system, after the demise of the CRCs, are welcomed and although in their infancy, positive change has been evidenced.
- Exploratory discussions are underway to reduce the carbon footprint of Hollesley Bay with the introduction of a solar farm on site.

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.

## **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. Wilford is the dedicated induction unit and it is from here that prisoners are allocated to other units and jobs and/or training.
- 4.1.2 In 2022, an induction booklet was updated, covering what prisoners could expect and the behavioural standards expected of them, and how sequencing and progression works, as well as the prison's routines and regimes and the variety of organisations available to assist them while they are in prison. This has proved to be very helpful in particular to those prisoners who are contemplating a move to Hollesley Bay.

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

- 4.2.1 An IMB member attends the safer intervention meetings (SIMs) and commends the constructive, in-depth, multidisciplinary meetings. A new format was introduced in August 2022 with the SIMs and the security and drugs meetings being held immediately one after the other since there are some staff involved in two or three of these meetings. It is a much more efficient use of the staff's time and leads to a much stronger transfer of knowledge and improved policy-making decisions. This format will continue in 2023.
- 4.2.2 Upon arrival at Hollesley Bay, there is a focus on safety, with support from unit staff, peer mentors and Listeners. All new arrivals meet with a duty governor who gives a welcome and overview of the prison to describe the ambitions and assist in the settling in process.
- 4.2.3 The accommodation of PCOSO prisoners continues to be well managed and has not necessitated the introduction of any additional SIMs. Any issues or concerns, should they arise, are dealt with promptly and, if required, challenge, support and intervention plans (CSIPs) are opened. The external community relations have also been extremely well managed.
- 4.2.4 ACCT documents are opened as soon as there is any concern for an individual. All staff working in the prison are advised promptly when one is opened, either via email or the daily bulletin sheet. Whenever possible, IMB members visit the prisoner concerned and generally this service is appreciated by the prisoners. On average, ACCTs remain open for about a week and staff are advised of closures. Should a longer period of care be required this is usually via the CSIP process.
- 4.2.5 In December, ACCT 'training for trainers' was completed. Two members of staff were also trained to deliver suicide and self-harm (SASH) training and it is planned to have more regular training throughout 2023.
- 4.2.6 Files are automatically opened and maintained whenever an ACCT is in operation concerning a prisoner's wellbeing. In 2022, 15 ACCTs were opened, the same as in 2022, whereas there were 20 in 2020, 15 in 2019, 19 in 2018 and 14 in 2017. The average over the 2017-2022 six-year period has remained constant, with an annual average of 16.

4.2.7 The average time each ACCT was open was seven 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	2022
Number of ACCTs	14	19	15	20	15	15
Trend						

*Number of ACCTs opened from 2017 to 2022*

4.2.8 Hollesley Bay, being an open prison with a lower ratio of staff to prisoners, may at times lack the facilities and staff to provide the necessary level of care an individual is assessed as requiring. Sometimes this means, as said above, that men are transferred back to closed conditions for their own wellbeing and personal safety.

4.2.9 When visiting, IMB members check the logbooks 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. A log of this information is also kept at the gatehouse which is recognised as good practice.

4.2.10 There were five acts of self-harm in 2022, three of which occurred when prisoners were being returned to closed conditions. There were three in 2021 compared to none in 2020 and two in 2019.

4.2.11 In 2022, there were no deaths in custody.

4.2.12 The IMB noted that, although numbers remain comparatively low, a review of the procedures relating to transfers back to closed conditions was undertaken and additional measures have been put in place:

- Records are checked for any previous self-harm incidents;
- Prisoners are seen within the hour by the duty governor;
- Support is offered via the chaplaincy, the Listener scheme or by making a call to a family member;
- Dynamic risk assessments are undertaken of shoes and clothing, particularly if there is a record of previous self-harm; and
- A room on the reception unit has been re-configured to enable easier surveillance and constant watch if necessary.

## **Listeners**

4.2.13 The Listener scheme was maintained throughout 2022 and there is a good spread of Listeners throughout the prison. A rota is maintained and publicised via the daily briefing sheets. Regular meetings of the Listeners and the Samaritans take place throughout the year.

4.2.14 A new scheme was introduced in 2022 – mental health first aid awareness. This was provided by Unlock My Life, an organisation working in several prisons in the eastern region.

4.2.15 Prisoners taking the course are given the opportunity to open up about mental health issues and also lend an ear to others. By the end of 2022, 43 prisoners had undergone the training. The IMB welcomes this initiative and looks forward to more prisoners benefiting from it in 2023.

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

4.3.1 Incidents of assault in 2022 remained low, with two in total. There were seven in 2021, the same as for 2020 and 2019. Both 2022 incidents were prisoner-on-prisoner but neither of them resulted in serious injury. It is pleasing to report that there were zero assaults on staff.



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 In Hollesley Bay, CSIPs are mainly used in areas of support and challenging behaviour, including intimidation. Referrals come from individual staff or via security after an assessment of intelligence reports. Bullying is not tolerated and is a rare occurrence at Hollesley Bay, but where it occurs, a victim has compassionate support and the perpetrator is challenged and their behaviour addressed. Perpetrators face being returned to closed conditions and after investigation four were returned in 2022.

4.3.4 Sometimes, although not very frequently, prisoners are transferred back to closed conditions at their own request although in 2022 this number was very low.

4.3.5 In 2022, there were 73 CSIP referrals as compared with 47 in 2021, 49 in 2020 and 41 in 2019. The Hollesley Bay IMB does not at all regard this as being negative. More training events have been held throughout the year and staff have reported having a much better understanding of the purpose of CSIPs and how to use them effectively.




Year	2020	2021	2022
Number of CSIPs issued	49	47	73
% Change	-	-4	+53
			

#### 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 2022, 12 were recorded in comparison with nine in 2021, 13 in 2020, and 12 in 2019. EBMs result in very close attention and



monitoring of prisoners, particularly those whose behaviour gives rise to concern.

The 12 EBM's in 2022 resulted from 151 case file reviews, and of these 12, six remained at Hollesley Bay and six were returned to closed conditions. Those who remained were supported by the offender personality disorder service and additional support was provided to manage their emotions, anxieties and problematic thinking patterns. None absconded.

Year	2019	2020	2021	2022
No.	12	13	9	12
Trend	-	+1	-4	+3
				

*Enhanced behaviour monitoring figures from 2019-2022*

- 4.3.7 Intelligence reports (IRs) from all quarters play an important role in ensuring safety in the prison. In 2022 there were 3604 IRs reported. In 2021, IRs of all kinds numbered 2,749. This increase of 31% reversed a trend that was reported last year.

Year	2020	2021	2022
No. of IRs	3302	2749	3604
Trend	-	-16	+31
			

*Number of intelligence reports completed from 2020 to 2022*

- 4.3.8 Absconds numbered three in 2022, compared with 12 in 2021 and 15 in 2020, along with nine ROTL failures, which compares with 43 ROTL failures in 2021. These are significant reductions and the IMB applauds the efforts that the Governor and the staff have made on these fronts. 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 28,842 ROTLs in 2022 in comparison with 23,929 ROTLs in 2021 and 19,583 in 2020. This represents a 44% increase over the 2020-2022 three-year period.

Year	2020	2021	2022
Number of ROTLs	19,583	23,929	28,242
No. increase	-	4,346	4,313

<b>% increase</b>	-	22	18
-------------------	---	----	----

#### 4.4 Use of force

- 4.4.1 For the calendar year 2022, staff had occasion to use handcuffs 11 times and physical restraint three times. In 2021, the corresponding figures were 13 and four times, as compared with seven and five (respectively) in 2020 and 35 and one in 2019. As reported previously, the application of handcuffs on prisoners being moved to reception prior to transfer has changed, resulting in this much reduced figure.

<b>Year</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
<b>No. handcuffs use</b>	35	7	13	11
<b>Trend for handcuff usage</b>		+ve	-ve	+ve
<b>No. of times physical restraint was used</b>	1	5	4	3
<b>Trend for use of physical restraint</b>		-ve	+ve	+ve

#### 4.5 Preventing illicit items

- 4.5.1 Hollesley Bay prison has a very strong and comprehensive drugs and alcohol strategy aimed at reducing their supply and use and providing good support services. Last year, 2021, was a difficult and challenging year, largely due to the on-off restrictions imposed by Covid regulations and the disruption to normal routines.
- 4.5.2 2022 was more routine with 150 drug finds. In 2021, these numbered 111, whereas there were 116 in the previous year. Cannabis and prescription drugs, such as pregabalin and buprenorphine, are the drugs most commonly found.
- 4.5.3 For alcohol, the total number of finds for the year was 25, compared with 45 in 2021 and 58 in the previous year.
- 4.5.4 The number of mobile phone finds in 2022 was 166. In 2021, it was 133, and 110 and 103 in the previous two years. The IMB would note the amount of staff time that is required to 'police' the use of mobile phones and wonders if there is not a better way of dealing with this growing issue.

<b>Item</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
<b>Drugs</b>	109	82	116	111	150
<b>Alcohol</b>	unknown	unknown	58	45	25
<b>Mobile phones</b>	unknown	103	110	133	166

- 4.5.5 Mandatory drug tests (MDTs) are routinely carried out at the prison, and of the 402 tests carried out in 2022, 90 (22%) were positive.

Referral to the drug treatment services usually happens but occasionally, after careful and thoughtful consideration, some prisoners are deemed unsuitable and returned to closed conditions. In 2022 a total of 33 prisoners were returned due to drug and alcohol issues (22 for drugs and 11 for alcohol), whereas the corresponding numbers for 2021 were 62 in total, 47 for drugs and 15 for alcohol.

## 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. The IMB feels quite strongly that single cells should be a primary objective for the prison, and it appears that all too often cells are doubled or tripled up to accommodate more prisoners rather than showing concern for the prisoners themselves. The addition of Plomesgate and the further 160 units presents an opportunity to rid the prison of multiple-person cells, but the IMB fears this opportunity may have been missed.
- 5.1.2 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. Plomesgate is the newest unit on site, consisting of 48 individual units each with a shower, bed, desk or seating area. These units are arranged as an avenue with a pedestrian walkway between the two rows. A further 160 units are being built on site starting in 2022 with an anticipated completion date of Easter 2023. Although a minor point, having doors to the units painted in bright cheerful colours does create a different atmosphere on the site.
- 5.1.3 Common areas in all 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. The Governor and his senior management team have placed greater emphasis on sprucing the prison up throughout 2022, both internally and externally.
- 5.1.4 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.
- 5.1.5 The introduction of heavy-duty outdoor gym equipment is an excellent addition to the outside areas. The provision of an outdoor chess board (approximately 4m by 4m in size) has been added to the site. A new fenced off area for children when they visit will be available in spring 2023.
- 5.1.6 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.
- 5.1.7 Appropriate clothing is provided for the prisoners to undertake their work. The stores are well equipped and very well organised.
- 5.1.8 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 approximately £2.50 per day (figure gleaned from *Inside Time*, January 2023, lead article: 'Food budget Cut by 14%'<sup>1</sup>) and the constraints under which the prison operates are well understood.
- 5.1.9 Food for the nearby Warren Hill prison is prepared at Hollesley Bay and transported via vans in heated boxes. This is often the subject of complaints from Warren Hill and with the total population of the two prisons approaching 850 men, the adequacy

---

<sup>1</sup> [Food budget cut by 14% – insidetime & insideinformation](#)



of the current arrangements needs consideration.

- 5.1.10 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.
- 5.1.11 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.
- 5.1.12 The 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 and partly in response to this an on-site shop will be opened in 2023 which will allow prisoners to purchase goods.
- 5.1.13 Laundry facilities exist in all units, mainly under the management of an appointed orderly, and clothing is regularly washed.
- 5.1.14 The last few years' annual reports have drawn 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 is undisputed; a capital investment programme is needed to systematically upgrade and refurbish Hollesley Bay prison.
- 5.1.15 Externally, new paths have been laid in 2022 which improve the site considerably. However, there is a lot more to be done. The floor in the gymnasium was collapsing and needed replacing since any closure would result in an enormous loss of amenity to the prisoners and cause resentment and disgruntlement. Staff would also lose a valuable and well-used facility for self-fitness. The IMB is pleased to report that the floor replacement programme commenced in late 2022 and was completed in early 2023.
- 5.1.16 Overall, the fabric of the complex is old and suffers typically from accompanying problems such as leaking roofs, faulty guttering, and broken and unsafe paving; the site remains largely ill-lit although some investment was made in 2022 largely for security reasons. 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.

## **5.2 Segregation and transfers out**

- 5.2.1 Hollesley Bay does not have a segregation unit and the only cells at the prison are in the Blything Unit. These are normally used to hold prisoners briefly during the day prior to returning to closed conditions. Work was carried out in 2022 on these three cells to enable them to accommodate prisoners who will be transferred back to closed conditions, thereby avoiding the necessity to transfer any such prisoners to nearby HMP Warren Hill.
- 5.2.2 As an open prison with low staffing levels (relative to a closed establishment) residents must sustain good behaviour to avoid transfer back to closed conditions. Such decisions are based on an open conditions suitability assessment (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 in total, or a monthly average of 17. This slight numerical decrease had been expected following the Governor's determination to review standard penalties on a case-by-case basis, which resulted in a 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, in 2022, of a total of 256 who were considered for return to closed conditions, the total who were returned was 135 or 53%. The equivalent percentage for 2021 was 52%, or 199 returned out of a total of 383 who were considered. Previous years' percentages were considerably higher, which emphasises a greater willingness on the part of Hollesley Bay staff to tackle issues of poor behaviour rather than immediately resort to transferring back to closed conditions.

5.2.5 IMB members are welcome to sit in and listen to adjudications. Over the year, IMB members reported that all adjudicating 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 and, where further evidence was needed, adjournments were agreed.

5.2.6 The room in which adjudications are now held is light and spacious and laid out in such a way that it is not intimidating to prisoners.

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

5.3.1 Communications between prisoners and staff at unit level appear to be good. Through constant interaction (collection of keys, post and general enquiries), unit officers clearly get to know their individual residents and soon become aware of any potential issues or conflicts. Officers are accordingly quick to act in the rare cases of bullying and subsequent victim support that arise and are otherwise helpful and cooperative towards the prisoners.

5.3.2 Prisoner forums, organised by the prisoners themselves, are structured on a residential unit basis, and these offer a constructive contribution to prison life.

5.3.3 As with many prison activities, these were less effective during 2021, but greater normality has been restored in 2022 and they now feed into the monthly prisoner council meetings which are attended by governors, unit representatives and an IMB member, as well as staff representatives from areas such as health, business, chaplaincy and works.

5.3.4 In relation to the key worker scheme, the IMB at Hollesley Bay (although it recognises that this is not the current policy) feels there would be benefit in extending this scheme in the open estate, especially for prisoners who are in the last six months of their sentence.

## **5.4 Equality and diversity**

- 5.4.1 Diversity and inclusion (D&I) meetings are held every month, led by a governor and/or member of senior management. Reports cover all protected characteristics. The Ipswich and Suffolk Council for Race Equality (ISCARE) has a permanent seat at this meeting and the IMB is invited to attend. D&I data is reviewed across all aspects of prison life and any data that looks 'dubious' and indicate possible discrimination is thoroughly reviewed.
- 5.4.2 The prison has developed a suite of offices and training rooms which are available for outside use as well. The corridors display artworks depicting several national and international leaders who have fought against inequality throughout recent history.
- 5.4.3 Having ISCARE attend the D&I meetings gives the prison and the IMB reassurance that equality matters are taken seriously and validates the processes established. Any incidents of discrimination are followed up and appropriate action taken in a timely manner.
- 5.4.4 Following on from a review conducted by ISCARE, prisoner-representatives of foreign national prisoners and the various ethnic minority groups represented at the prison, along with a representative of Gypsy, Roma and Traveller communities, visit the residential units on a weekly basis and the unit orderlies ensure that information about the equality forums is distributed throughout the prison.
- 5.4.5 Communications about these forums, other events and awareness months are distributed and posted on unit noticeboards in every residential unit along with the visits hall.
- 5.4.6 The prison now routinely carries out comparative analysis to establish if there is fair representation across activities and services. For example, routinely there is an analysis of the access to ROTL opportunities by race to ensure that allocations are proportional to the various percentages of the population within the prison. Where this 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 Routine analysis is undertaken on the following areas – access to ROTLs, access to educational opportunities, MDT testing, visits and adjudications.
- 5.4.8 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 continues to support this initiative.
- 5.4.9 However, despite all these efforts mentioned above, there remains one obstacle which is disappointing and appears difficult to overcome. This is the lack of trust that a very few members of the black, Asian, and minority ethnic communities, as well as the Gypsy, Roma and Traveller communities have in the actual prison system. This is most probably best highlighted by a common example – when prisoners have complaints, particularly those from black, Asian and minority ethnic backgrounds, share these with IMB members, they can be offered the advice to make a formal Comp 1 complaint. Often there is reluctance to do this because the prisoner feels that the institution would regard them as a 'troublemaker' and take every opportunity to return them to closed conditions. Of course, this may be prisoner folklore but it is something that we as an IMB cannot ignore.

- 5.4.10 Upon further investigation of the formal DIRF process, the actual numbers of formal complaints received are quite low – in 2018 there were 18, in 2019 there were 11, in 2020 a total of 16, 11 in 2021 and last year (2022) there were seven. None of the 2022 applications was upheld and all findings were validated by ISCRE.
- 5.4.11 Over the year, there were seven complaints which were categorized as discrimination (DIRFs). Of these, five were on the grounds of race, one on sex and one on disability. From the information available, these complaints have been fully investigated and resolved satisfactorily.

## **5.5 Faith and pastoral support**

- 5.5.1 The prison is fortunate in having an active and engaged chaplaincy service, comprising one full-time and four part-time staff. These are employed by the nearby HMP Warren Hill and their services are shared. Prisoners are invited to declare their religion on arrival and, on average, some 70% do so, with a resultant count of approximately 22 different faiths and beliefs. All religions are monitored on a calendar of religious festivals, with special days given appropriate space, time and food. The chaplaincy also extends a welcome to those of no faith. Staff's attention is drawn to the variety of events via the diversity and inclusion calendar and newsletters. The chaplaincy is able to call upon representatives of almost all major faiths locally, with the exception of the Buddhist leader who is not local. Further, it has not been possible to identify a leader for those of Rastafarian faith, but celebrations are held.
- 5.5.2 The prison makes arrangements to celebrate most major world faith festivals with families as mentioned above, although the accessibility of the prison remains somewhat of a problem to some with limited public transport available. There are also ongoing issues with food preparation; for example, although halal food is provided, additional effort is required regarding the storage, preparation and cooking of it. There may be future opportunities as the facilities at Marsh Barn expand.
- 5.5.3 In relation to pastoral support, the chaplaincy has an open door policy and is always available for support to prisoners, of whatever religion or faith, in times of bereavement, family tragedy or for general counselling. Their services have been fully appreciated, especially when several prisoners have received worrying news about family members.
- 5.5.4 The chaplaincy can relieve stresses if prisoners are frustrated by lack of information about their families or about delays in obtaining special licenses, working closely with the OMU to ensure decisions are informed and fair. These services are fully appreciated throughout the prison.
- 5.5.5 Through a member of Hollesley Bay staff, the chaplaincy has access to a fund administered by the Rope Trust. Between December 2021 and November 2022, approximately £9,000 was provided for Hollesley Bay prisoners. This included a couple of grants for individuals and more general grants for clothing and footwear. There are also arrangements in place for food parcels to be delivered to families to help them when the prisoners go home and the extra burden cannot be met.
- 5.5.6 The chaplaincy handles between seven and 10 cases (on average) of bereavement support, counselling, and pastoral care each month. It is likely that this number will increase as the prison grows in numbers but, as yet, there is no indication that the staffing will increase proportionately. Finally, in common with many areas of the

prison's estate, the offices used by the chaplaincy and the adjacent chapel would benefit from capital investment and modernisation to make them more much more welcoming.

## **5.6 Incentives schemes**

- 5.6.1 Incentives scheme consideration takes place weekly as part of the PROUD programme, led by the head of residence and the resettlement manager. All prisoners are on the enhanced level, the highest level, on arrival at Hollesley Bay, and one of the principal purposes of the discussions is to review any changes in the status of individual prisoners.
- 5.6.2 Statistics are made available for every movement, up or down, and the figures incorporate percentages for black, Asian and minority ethnic prisoners. These can be compared with the prison's overall demographic mix 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 278 internal complaints received in 2022, compared with 213 in 2021 and 257 in 2020.
- 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 mainly to the OMU and 'other'; the former was almost certainly attributable to a multiplicity of issues within the OMU and offending behaviour management and the increase is not related to one specific issue. The latter has increased from 15 complaints in 2021 to 56 in 2022 and much of this spike can be accounted for by prisoners' dissatisfaction with changes to PIN phone usage and by unfounded complaints about the length of time staff took to deal with a particular prisoner's multiple complaints.
- 5.7.4 Complaints were processed diligently and within the required timeframe while following prison guidelines and procedures. The appropriateness of responses, around 15 per month, is considered by the senior management team. This is then followed by overall scrutiny of the system being undertaken by a governor who checks the prison's 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 Complaints about the loss of property, particularly on transfer from another prison to Hollesley Bay, have reduced in 2022 to 12 from 27 in 2021. Property losses reflect high numbers of new inductions, but they are sometimes 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 only 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 a manual record card system is still used.
- 5.8.4 Currently work is underway to transfer prisoners' property, which usually arrives at Hollesley Bay in flimsy bin bags, into storage boxes which are clearly labeled and list the contents. This is to create greater space for the increased number of prisoners arriving in 2023.

## **6. Health and wellbeing**

### **6.1 Physical healthcare**

- 6.1.1 Routine and emergency appointments are generally available to prisoners. Emergency appointments have continued to be provided and escorts have been provided where necessary. The increase of PCOSO prisoners during the year has resulted in greater provision of medication for this mainly older group of prisoners.
- 6.1.2 The Practice Plus Group provide the main healthcare for the prison. There is additional support provided by a bank and agency GPs. At the time of writing efforts are underway to recruit a substantive GP. Additionally, there is an integrated drug treatment system lead nurse but regrettably the long-term conditions specialist nurse and clinical educator posts are currently vacant. For the pharmacy there is a pharmacist, a pharmacy dispenser and two pharmacy assistants in post at the prison.
- 6.1.3 The current healthcare contract is provided by Practice Plus who took over from Care UK. Opening hours for healthcare are 7am-6.30pm on Mondays to Fridays with slightly earlier closing hours at weekends (7am-5pm).
- 6.1.4 Out of hours care is provided by ringing NHS 111 services or accident and emergency services. Additionally, there are prison officers who are first aid trained. A normal complement of staff is two registered nurses and one healthcare assistant on duty at any one time. There is also a mental health nurse available between 7am and 6.30pm, although this service is shared with the nearby Warren Hill prison at weekends. Medication reviews are completed for each prisoner by professionally qualified practitioners within 24 hours of arrival at Hollesley Bay.
- 6.1.5 GPs attend the prison on Wednesdays, Thursdays, and Fridays.
- 6.1.6 Healthcare averages 115 appointments per month and in 2022 268 DNAs (did not attend) were recorded. On average in 2021 the GP DNA rate was 16.15% while in 2022 we saw a slight increase to 17.09%. This is disappointing and according to the prisoners, appointment letters are not passed on to them in sufficiently good time by the staff on the residential units. As was said in last year's report, this should be a simple matter to rectify 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.
- 6.1.7 A wide range of nurse-led clinics are offered, some of which include triage, bloods,

asthma, blood-borne viruses, diabetes, smoking cessation, vaccinations, and NHS health checks. During the reporting period of 2022, there were 13,816 appointments made with the nursing staff as compared with 11,425 in 2021 and 11,931 in 2020. In 2022 a total of 190 sessions were cancelled (1.3%, the same as in 2021, while the number of DNAs increased considerably to 6.9%, and the comments made above are equally applicable here).

- 6.1.8 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.
- 6.1.9 Healthcare-related complaints are handled by healthcare and the IMB has been informed that 18 complaints were received in 2022 with only eight in 2021 and 26 in 2020. The IMB has no access to those complaints due to data protection compliance, but, of the eighteen complaints, all were resolved either face to face or by a written response.
- 6.1.10 Healthcare forums are currently (at the time of writing) suspended due to staff shortages and it is intended to restore the monthly forums for prisoners at Hollesley Bay. However, healthcare attends the prison council meetings which are held on a monthly basis.
- 6.1.11 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**

- 6.1.12 The services are now run by Community Dental Services and are now back to pre-Covid conditions: the service is able to perform all routine NHS dentistry. The dental team consists of two dentists, a specialist dental nurse who manages Hollesley Bay and the nearby Warren Hill prison, along with a dental hygienist who attends once a month. There are nine commissioned sessions per month which is the equivalent of 4.5 days per month.
- 6.1.13 All new patient applications are triaged by the specialist dental nurse and face-to-face appointments are made to establish immediate dental concerns. All emergency/urgent treatments are booked for the next clinical session with the dentist.
- 6.1.14 At the time of writing, there are no outstanding urgent cases for the 25 prisoners on the outstanding or incomplete treatment list (i.e., for those who have already seen a dentist and are waiting for follow-up treatment) and there is a waiting time of 11 weeks. There are 45 waiting for routine check-ups and the longest wait is 25 weeks. There are eight on the hygienist's waiting list.
- 6.1.15 Exploring the most recent Q1/Q2 and Q3 data, there were a total of 215 new patient applications with a corresponding DNA number of 84 or 39%, which is obviously far too high and has an adverse effect on the waiting lists, since sessions are not able to be utilised to full capacity.
- 6.1.16 Pertaining to dentistry, there were three informal complaints received in 2022. There was 100% compliance with the mandatory training requirement.

## **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. There are several 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. This continued throughout 2022.
- 6.2.2 As the prison population at Hollesley Bay changes and the prison population increases in age it is recognised by the IMB that greater attention is required on the social care front and in particular the cross-referencing with the health agenda.
- 6.2.3 In 2022, there were 11 personal evacuation and emergency plans (PEEPs) issued in comparison with 37 last year, highlighting the assistance required should the need arise. There were 16 such plans prepared in 2020 and 31 in 2019.
- 6.2.4 This decrease over the year indicates that the prison is being thoughtful about prisoners' needs when allocating cells despite their being greater demands placed on the system with the increasing age profile of the prisoners.

## **6.3 Mental healthcare**

- 6.3.1 In 2022, there were 1056 mental health appointments, as compared to 624 in 2021 and 928 in 2020. A further 94 referrals were made to the service. This increase 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, 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 is profiled to have a 0.5 full-time mental health lead nurse and 2.43 mental health nurses, although this is currently depleted, and posts are being advertised.

## **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. The previously reported floor problems are currently being repaired. The addition of external gym equipment is seen as very positive. On a slightly negative note, the withdrawal of some prison instructors to cover for staffing on the units, usually at lunch times and predominately to cover for staff shortages, does cause some disruption and frustration.
- 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.



## 6.5 Drug and alcohol rehabilitation

- 6.5.1 Drug and alcohol services are provided by Phoenix Futures and the number of prisoners referred has been fairly consistent over the year:

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Users	89	85	96	98	98	96	98	102	100	89	97	97

- 6.5.2 Overall, Phoenix engages with approximately 20% of the Hollesley Bay prisoners. Service users are identified via the daily briefing sessions from any MDT refusals or positive results or multidisciplinary reviews after adjudications are held.
- 6.5.3 The services offered by Phoenix include one-two-one and group sessions with approximately 140 prisoners engaged each month. Mutual aid meetings resumed in August and self-management and recovery training (SMART) meetings recommenced in November. There is also a peer support session in operation whereby prisoners can speak to the volunteers listed on their unit should Phoenix staff not be available.
- 6.5.4 For this year, 2023, a new initiative is being launched. Twenty dedicated spaces will be made available on Blything unit for drug recovery purposes. Preparation for this scheme started last October and prisoners will enter into a signed agreement (compact) with the staff and be supported in their recovery. The IMB wholeheartedly welcomes this initiative.

## 7. Progression and resettlement

### 7.1 Education and library

- 7.1.1 There is a much stronger emphasis on functional skills within the prison with levels 1 and 2 maths and English and some IT courses being provided in classroom settings. Take-up of maths and English courses has improved considerably over the year.
- 7.1.2 There has also been greater emphasis placed upon monitoring, with the key performance indicators reported to the prison's senior management team on a regular basis. WayOut TV and Way to Learn are used to advertise to learners what is available to the prisoners and similarly with job vacancies. Waiting lists are regularly updated and when spaces become available learners are contacted to be interviewed prior to being placed on the course. The new courses prospectus was developed during the year and is shared with new prisoners as part of the induction process. The prospectus is available in the education zone and in the library. Routine analysis is undertaken in the education department to ensure that the courses are being taken up in a fair and representative way - i.e., that black, Asian and minority ethnic prisoners are fairly represented.
- 7.1.3 There are several work packs made available to prisoners. Where prisoners prefer to work in their own cells this is usually accommodated and appropriate adjustments are made. In 2022 greater emphasis was placed on learner feedback and overall general satisfaction with the courses was high and always above 90%.

## **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, LMB textile recycling, sports, warehousing, catering and forklift driving. 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 during 2022 and the sequencing regime specifies that all prisoners must obtain level 1 qualifications before they are considered for outside work. For those that source their own employment, a level 2 qualification will be required. For all prisoners working outside the prison, there is an agreed 60-mile radius for travel to work purposes. At the time of writing there are 87 prisoners on outside work. The target is 120 rising to 140 as the prison expands in number. However, it should be noted that an expansion of the transport services will be required to reach this number.
- 7.2.3 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) has expanded considerably during 2022. There are now three workshop areas within the prison and 35 prisoners employed. It is expected that this number will increase to 70 by March 2023.
- 7.2.4 A very successful forklift driving course has been further developed 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. A cherry picker course is being developed.
- 7.2.5 The arrangements that were struck with Combat2Coffee, a charitable organisation that works with armed forces veterans and prisoners, have been revisited and revised. Nevertheless, the provision of training at both the prison's Lansbury and Marsh Barn facilities has continued and remains popular with prisoners.
- 7.2.6 The Clink scheme operated in the kitchens, with six prisoners enrolled. This has now ceased.

## **7.3 Offender management, progression**

- 7.3.1 Resettlement of prisoners permeates all departments at Hollesley Bay, working in unison, and the introduction of the sequencing approach has strengthened this approach considerably. 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). The prison has recruited a prison employment lead (PEL) during the year.
- 7.3.2 As stated earlier, now there is greater emphasis placed upon earned progression whereby prisoners are 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.

- 7.3.3 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.
- 7.3.4 As prisoners progress through the sequencing regime, they move on to other residential blocks that are more suited to how well they are progressing and eventually to those units that are dedicated to outside work and self-catering. 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.
- 7.3.5 On reaching the prison, a high percentage of prisoners arrive with an inadequately completed offender assessment system (OASys) assessment and staff in the OMU treat the updating of these assessments (to do with the risks and needs of each prisoner) as a priority.
- 7.3.6 A couple of observations by the IMB have been made throughout 2022 which are that it is a little surprising that several prisoners arrive at Hollesley Bay, after many having spent several years in closed conditions, and are still unable to reach the most basic levels in literacy and numeracy. The IMB would support the sequencing approach being extended into the sending prisons. And secondly, there should be an increased emphasis (accepting the security limitations that need to be put in place) on the introduction of the use of ICT in open prisons although it is noted that the LMB work has received authorisation to have courses on internet selling (eBay, for example) for vintage clothes.
- 7.3.7 The IMB recognises the importance of ROTL to many of the prisoners and many suggest that this is the major motivational force behind applying for category D status. Indeed, research conducted in March 2018 by the MoJ analytical services team concluded that increased use of ROTL was associated with small but statistically significant reductions in rates of proven reoffending and frequency of offences. Furthermore, the closer the ROTL recipient got to release, the greater the effect of increased numbers of ROTLs on reoffending (particularly for resettlement overnight releases – RORs).
- 7.3.8 This effective use of the ROTL system allows approximately 150 prisoners to be out of the prison daily as part of their rehabilitation into non-custodial living. Over the Christmas period 2022, there were 297 prisoners issued with ROTLs. The IMB considers that the prison uses the ROTL system very effectively and to the maximum advantage of the prisoners. However, with the increasing use of performance data and a variety of metrics used by the prison system (and the consequential league tables) the IMB would urge greater definition and clarification over what exactly is being measured so that there is direct comparability and the efficacy of ROTLs is better understood.

## **7.4 Family contact**

- 7.4.1 Furtherance of family engagement and a more individual approach to ROTLs and special purpose licences (SPLs) 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. The visits centre is

spacious and welcoming and was redecorated in 2022. This has contributed a positive ethos and culture to Hollesley Bay. There are plans to further enhance the facilities for visitors in 2023 and especially for children by the addition of an outdoor play area.

- 7.4.3 Social video calls continued in 2022 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 visit days. Unfortunately, the IT is still unreliable and is often disrupted, predominantly due to the isolated position of Hollesley Bay, but officers were always quick to respond and fix the problems. The plan is to move this service into the Lansbury Café which will provide a far less formal atmosphere.
- 7.4.4 Telephones for the use of prisoners with their PIN cards are available on every unit, and over the past year the booths have been updated to allow much greater privacy. The social video calls were used during the visitor restriction period and have continued since, as well as in-person visits. The visits hall has been re-decorated in 2022 and plans are in place to upgrade the social video calls arrangements, noting this is not a substitute for in-person visits.

## **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 POM activates an alert process with necessary agencies, including probation, healthcare and police. The POM and the PEL help and support the prisoners 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 release (ROR) for family contact, special purpose release (SPR) for bereavements, short duration release (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, and others.
- 7.5.5 The IMB recognises that in some cases the employment opportunities in East Anglia will be different from those available in places where the prisoners are likely to live upon release. Nevertheless, good work habits will have been established and, when possible, the staff have introduced more courses tailored to typical urban areas, for example, street scene working, fork-lift training courses, re-cycling work etc. There are obviously certain work opportunities that are common to both.

An employment advisory board (EAB) was established for Hollesley Bay in April 2022. It meets quarterly and has strong representation from business and commercial interests along with (amongst others) the DWP, Suffolk Chamber of Commerce, the prison service's strategic housing and employment leads and the St Giles Trust. Thus far, HGV driving lessons have been secured and there are a couple of other major employers examining how the ROTL system can be used within their companies.

## **8. The work of the IMB**

- 8.1.1 The total visits by IMB members for the year amounted to 175 compared with 132 in 2021. This increase can be attributed mainly to members' increased attendance at various meetings rather than rota visits.
- 8.1.2 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 were introduced in 2021 and continued throughout 2022 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.
- 8.1.3 During 2022, there were 61 applications to the Board compared with 23 in 2021. This is roughly equivalent to one a week and covered 62 issues. All 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.
- 8.1.4 Numerically, the category with the highest number of applications concerned ROTL and transfers (15 applications or 24%), particularly delays in processing applications and obtaining the necessary reports from other agencies.
- 8.1.5 Property lost or delayed on transfer was the second highest area (11 applications, 18%) and prisoners were advised to register a complaint. Work and education was the third highest (10 applications or 16%), several applications being related to prisoners' dissatisfaction with being unable to get specific jobs they wanted,
- 8.1.6 Although two IMB members are trained for the national 0800 complaints helpline and could participate and provide assistance should the systems show signs of being overwhelmed, there was no use of the 0800 system by prisoners at Hollesley Bay.
- 8.1.7 Hollesley Bay participated in the IMB's 0800 national applications scheme and two enquiries were made via this route.
- 8.1.8 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. If they require follow-up action they are afforded the same importance as written applications and are recorded from 2022 onwards.

### **Recruitment and diversity**

- 8.1.9 The Hollesley Bay IMB participated in the national recruitment campaign held in 2022 and this resulted in a new member being recruited. The IMB has sought to generate interest within the black, Asian and minority ethnic communities with a view to attracting new members to make the Board more representative of the population of the UK as a whole and the prison population more specifically. Although these efforts have proved unfruitful, the IMB will continue to seek out a more diverse Board in 2023 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 underrepresented 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	175
Total number of segregation reviews attended	N/A

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

<b>Code</b>	<b>Subject</b>	<b>Previous reporting year 2017</b>	<b>Previous reporting year 2018</b>	<b>Previous reporting year 2019</b>	<b>Previous reporting year 2020</b>	<b>Previous reporting year 2021</b>	<b>Current reporting year 2022</b>
<b>A</b>	Accommodation including laundry, clothing, ablutions	3	3	3	0	1	6
<b>B</b>	Discipline including adjudications, incentives schemes, sanctions	2	3	0	0	3	1
<b>C</b>	Equality	2	1	1	1	0	0
<b>D</b>	Purposeful activity including education, work, training, library, regime,	3	3	5	7	0	10
<b>E1</b>	Letters, visits, phones, public protection restrictions	0	0	1	0	0	0
<b>E2</b>	Finance including pay, private monies, spends	0	0	0	0	0	1
<b>F</b>	Food and kitchens	3	3	1	1	0	2
<b>G</b>	Health including physical, mental, social care	5	6	8	5	3	1
<b>H1</b>	Property within this establishment	4	2	4	0	1	4
<b>H2</b>	Property during transfer or in another establishment or location	9	3	1	2	6	11
<b>H3</b>	Canteen, facility list, catalogue(s)	0	0	0	0	0	0
<b>I</b>	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	8	5	5	5	5	15
<b>J</b>	Staff/prisoner concerns including bullying	8	3	0	1	2	2
<b>K</b>	Transfers	7	3	5	1	1	1
<b>L</b>	Miscellaneous	0	0	0	3	1	8
<b>Total number of IMB applications</b>		<b>54</b>	<b>35</b>	<b>34</b>	<b>26</b>	<b>23</b>	<b>62</b>

## Appendix: Glossary

Abbreviation	Definition
<b>ACCT</b>	Assessment, care in custody and teamwork
<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>OASyS</b>	Offender assessment system
<b>OMiC</b>	Offender management in custody
<b>OMU</b>	Offender management unit
<b>POM</b>	Prison offender manager
<b>PCOSO</b>	Persons convicted of sexual offences
<b>PEEP</b>	Personal evacuation and emergency plans
<b>ROTL</b>	Release on temporary licence
<b>RDR</b>	Resettlement day release
<b>ROR</b>	Resettlement overnight ROTL
<b>SPR</b>	Special purpose ROTL
<b>SDR</b>	Short duration ROTL
<b>UoF</b>	Use of force





This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit [nationalarchives.gov.uk/doc/open-government-licence/version/3](https://nationalarchives.gov.uk/doc/open-government-licence/version/3)

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

This publication is available at <https://www.gov.uk/government/publications>

Any enquiries regarding this publication should be sent to us at [imb@justice.gov.uk](mailto:imb@justice.gov.uk).