

Monitoring fairness and respect for people in custody

COMMENTARY ON THE RESULTS OF THE LATEST IMB SURVEY OF PRISONER ATTITUDES 2023

INTRODUCTION

The Wayland Independent Monitoring Board first began to survey the attitudes of prisoners towards a range of important issues in early 2019. That first survey had 60 questions. In later surveys we have reduced the number of questions but kept our concentration on a number of key areas. These were, and are, broadly speaking:

- Physical accommodation
- Official communications
- Prisoners' possessions and activities
- Prisoner/staff relations
- Mental health and emotional life, and
- Social and Regime life.

The questions which were dropped from later surveys, mostly due to the Covid pandemic impact on a number of areas; concerned corporate worship and gym attendance. However, we will review that decision, now that activities are recovering, for future surveys.

The two key values in retaining the bulk of questions across all our surveys are:

1. Responses tracked over the years to particular questions can give an idea of progress, or lack of it, over time in the subjects under discussion, and,
2. Focus can be maintained in our general monitoring on the major issues where unsatisfactory responses perhaps indicate systemic difficulties to which rather closer monitoring attention needs to be given.

Both these values are key to this commentary of our latest survey, and we recommend to the Governor and prison management generally, that their attention is also directed towards the challenges identified.

It is not the job of the IMB, of course, to suggest ways in which the prison might address some of the failings and challenges identified, but we hope that our comments will help management review the reasons for the challenges identified and provide assistance in improving prisoners' experiences of their lives in Wayland.

The Chair and the Board of the Wayland IMB, March 2023

Questions in 2023 survey

1. Current age
2. Number of months at Wayland
3. Did all property arrive within 2 weeks?
4. If NOT is it STILL missing?
5. Did you feel safe on arrival at Wayland?
6. Do you feel safe NOW?
7. When did your key worker last speak with you?
8. Was Induction at Wayland helpful?
9. If you made a Healthcare complaint was the response satisfactory?
10. Fairness of answers to general applications.
11. Speed of answers to
Comp 1
Comp 1A
IMB
12. Do you feel Comp1 and Comp 1As are dealt with fairly?
13. Was your cell clean on arrival?
14. Easy to get cleaning materials?
15. Did you sign a cell acceptance form on arrival?
16. What are you looking forward to?
17. Did you take up daily exercise?
18. Do you have visits?

19. How many fellow prisoners can you really trust at Wayland?
20. Have you felt lonely at Wayland?
21. If Yes did you speak with staff about it?
22. Were they able to help?

23. Are prisoner forums useful?
24. Ease of making an appointment with
Dentist
GP
Nurse
Mental Health
25. Has the prison communicated well regarding regime and what will happen in future?
26. Is this your first time in prison?
27. Did you have personal problems on arrival?
28. If yes, did you talk to an officer about them?
29. Were they able to help?
30. Do you think you are being helped by staff with your personal problems about life after release?
31. How often have you spoken to your key worker?
32. Do you have a designated key worker?
33. Have you the full amount of unbroken furniture you are entitled to?
34. Do you trust staff at Wayland
35. Why did you answer Q34 as you did?
36. Have you had education materials when you have not been able to go to education?
37. Have you returned that material?
38. Have you had a response to that?
39. Have you been able to get sufficient library books during Covid regimes?
40. Is the washbasin/shower/toilet in your cell as clean as it should be?
41. Do you receive bedding weekly?
42. Do you think lack of education during lockdown will affect life chances after release?
43. Have you missed out on programs required by release plan or for parole case?
44. Have you found social video calls helpful?

THE DETAILED COMMENTARY ON QUESTION GROUPS

In the following commentary on the important groups of questions we identify the responses from the 2023 survey and compare those with the responses to the same questions from previous years, and draw conclusions from that.

The 'major' groups are, as identified above:

- Induction experience
- Prisoner/staff expectations and experiences
- Key working
- Safety and life chances after release

After the major concerns above, we draw conclusions from the minor activities, which of course, still affect the overall interaction between prisoners and the prison.

These are:

- Property
- Healthcare
- Complaints
- The social regime, and
- Education

COMMENT ON THE RESPONDENT DEMOGRAPHIC

The average age of prisoners at Wayland has held reasonably steady over the past four years, varying just three years between 36 and 39 years of age, therefore, with such a stable demographic, differences between yearly scores cannot be due to a shift in ages of prisoners sampled. Similarly, the amount of time respondents had spent in Wayland on average is steady at around twelve to eighteen months, so actual experience of Wayland is broadly the same.

INDUCTION AND EARLY DAYS EXPERIENCES

26. Is this your first time in prison? 8. Was Induction at Wayland helpful?

With Q 26, like age, as might be expected, the proportion of prisoners for whom this is a first experience has remained rock steady at almost exactly 42% in all years except for 2021 when the pandemic possibly induced a reduction in imprisonment in sentencing generally for first time offenders (except, interestingly, sex offenders – information from the national offender management statistics). Prison experience, like age, therefore is another variable unlikely to affect responses to the same questions, year after year.

For Q 8, the experience of Induction, the responses are in the negative, depressingly so for two-thirds of prisoners received into Wayland each year. For the 2023 survey we included for the first time a 'maybe' which reduced the negative 'no' but if one splits the 'maybe' total between the binary choice between 'yes' and 'no' the figure is, again almost exactly two-thirds negative. To turn the majority of 'noes' to 'yeses' is the seemingly clear imperative which will hopefully set the orientation of prisoners towards a helpful experience of Wayland and a helpful staff as a norm. We therefore trust that the recent attention paid to induction can be built upon.

In the view of the IMB, the very recent revamp of the Induction period, including a settled period in the induction unit compared with previous experience of just a day or two before being allocated to a main wing, brings with it the opportunity to create a real induction period when prisoners can be influenced to see the regime at Wayland positively. The challenge, though, is that while the convenience to the 'agencies' involved of having cohorts of prisoners in one place rather than spread about the site allows them to see

'their' prisoners individually, and the need for other confidentiality with other agencies also militates against a group of prisoners being brought together, it is left to the induction officers, we understand, to try to see incoming groups of prisoners to start laying the foundations of the what might be termed the 'Wayland Vision'. Induction is, obviously, an important time for taking the temperature of individual prisoners and their needs as well as 'selling' the benefits of their time at Wayland from the point of view, and contact with the group of staff with whom prisoners will have most contact throughout their time; the operational staff, the IMB would see as critical. We would hope that the 'processing of prisoners' through their induction does not therefore preclude senior staff from being 'programmed in' for such interpersonal contact as will create the right sort of expectations amongst each cohort of receptions, as well as creating the opportunities within the working day for the induction staff to also play a significant role in the programme, rather than on an as and when basis.

25. Has the prison communicated well regarding regime and what will happen in future?

In 2020 the negative response was 54%, unfortunately, the 2023 negative response has increased to 69%, Interestingly, during Covid, when the prison had to communicate well, almost exclusively through the laptop system, the percentages were reversed, with 80% agreeing that the prison had communicated well. Perhaps the lesser immediacy of communication need as perceived by the prison's management after Covid has led to a relaxation of the drive to ensure good communications, we recommend that this issue is at least considered for review.

Although this question is, of course, influenced by the continuing experience of prison to prisoner communications, the groundwork for this clearly needs to start in the induction period. The IMB has seen the documentation handed to the prisoner to sign on induction, and it seems very heavy on detail, prescriptive requirements, and frequently a negative tone. Prisoners have told us that they often don't have time to read the information and just sign it anyway as a formality with no immediate interest to them. There is also a general absence of positive communications about a prisoner's expectations, as we have discussed above, which does seem a missed opportunity to begin to influence prisoners positively. The IMB would recommend that the volume and tone of the communication, at this confusing period in a prisoner's life, when he is only hours after his reception, be reviewed for content, necessity, and a more positive tone.

27. Did you have personal problems on arrival?

28. If yes, did you talk to an officer about them?

29. Were they able to help?

Q 27 is, squarely, in the remit of induction; this is the other side of the coin to 'selling' the vision of Wayland to a prisoner, it is the 'Who have we here?' question, which must be addressed before the vision can be made personal to each prisoner.

The responses to the next, follow-on questions is both hopeful and disappointing. Hopeful, in that 70% (2020) and 59% (2023) did talk to staff about them, which means that there is, even without knowing a more caring vision for Wayland, a majority of prisoners who were willing to open up to staff about what was troubling them but disappointing that only 45% (2022) and 40% (2023) responded that the staff were able to help.

We did not specify which staff the prisoners approached, so it could be any staff, including the OMU staff to whom they specifically talked about their problems. It could have been induction staff who possibly referred them to OMU/Probation/Key worker. But, whoever the prisoners talked to the response was not seen as effective by a significant number of prisoners. This is worrying, as we have pointed out before in our reports on these surveys, and perhaps the disconnect between departments is a cause, the 'silo' approach to responsibilities we have commented on before. Nevertheless, if induction staff could receive some additional training to further support their interventions and the interventions of others including the start of a key worker relationship; that might be worth considering as a way forward to link the various parts of an induction experience together. It is the IMB's view that, like security, being everyone's business and not

one department's, so the social care aspect of induction (and after) should be everyone's business and not just the OMU's.

13. Was your cell clean on arrival?

14 Easy to get cleaning materials?

15. Did you sign a cell acceptance form on arrival?

33. Have you the full amount of unbroken furniture you are entitled to?

40. Is the washbasin/ shower toilet in your cell as clean as it should be?

41. Do you receive bedding weekly?

We have grouped these questions together, even if they may not be exclusively the induction period, they are likely to be seen by prisoners as part of their initial impressions of what life will be like for them in Wayland. In addition, the survey was designed, and given out before the new fortnight (generally) induction stay in M wing had been fully integrated into the early recast of the amended regime, and so it is likely that at least a proportion of respondents will have had only the First Night experience of induction before allocation to their main accommodation. Aspects of these responses, however, are concerning no matter what the practical arrangements were in individual instances.

The Q 13, Q 33, and Q 40 questions clearly impinge on a prisoner's initial views of what their physical surrounds will be like, a test of the declared decency agenda, and as a good indicator of the respect with which they are held by the prison and by prison staff.

It is fair to say that there has been an emphasis on decency by the previous two Wayland Governors supported by the Deputy Governor who has been at Wayland during all that period. It is therefore disappointing that the basic impact on the expectations of decency in prisoner's surroundings seems to have been diluted in many prisoners' experience by the reality of their personal accommodation.

For these three questions we will take just years 2022 and 2023.

For Q 13, the figure for respondents reporting that their cell was NOT clean on arrival was marginally better, at 61% in 2023 than the 73% in 2022. Nevertheless, almost two thirds of prisoners did NOT believe their cell was as clean as they had expected a prison cell to be, and, for those who have been in custody on previous terms of imprisonment before this sentence they are obviously comparing the state of their cell to a range of other experiences.

For Q 33, which asked about the full amount of cell furniture, the improvement between 2022 at 51% and the latest, 2023 figure of 71% is a welcome improvement. We are also aware that the drive to properly equip cells has continued since our survey, and we welcome that continued emphasis on basic decency in action.

For Q 40, which asked about the cleanliness of the intensely personal aspect of sanitary furniture, almost half the respondents in 2023 43% said they were NOT clean, although this was a slight improvement on 2022's figure of 51% reporting uncleanliness. When the IMB has been invited, and sometimes when we have not, to see the state of sanitary ware in cells it has been clear to our untutored eyes that in many cases the uncleanliness seems to be of longstanding. We recall that there was an attempt, with a contractor to 'deep clean' cells, although it seemed to us that this was not very successful. We are also aware that resin-based ware installed which seems to be particularly difficult to clean. If an effective cleaning process can be sourced from the expertise in the wider Prison Service, and we find it impossible to believe that Wayland's difficulties are unique to Wayland, perhaps thought could be given to a specialist-trained prisoner team used to both 'deep clean' cell sanitary ware to an acceptable standard, and then ensure that all vacated cells are thoroughly cleaned before a new allocation.

For Q 14, which asked about the ease of obtaining cleaning materials, we note that there has been definite improvement in this regard, from a negative 58% in 2022 to the reduced negative response of 33% in 2023. However, it seems inevitable that sanitary and other surfaces will steadily get less clean while a full third of

prisoners still claim that it is not easy to get cleaning materials. This should be a quicker problem to solve than finding a deep cleaning process that works.

For Q 15, which asked about cell acceptance form signing, it is very disappointing, considering the number of times since 2019 we have informed management of our findings that cell acceptance forms were honoured in their absence, to discover that in the results for 2023, like all previous years, three-quarters of respondents (75% '23, 70% '22, and 72% '21) said they had NOT signed a cell acceptance form. If this form is being revised, perhaps consideration could be given to making it include the agreed level of cleanliness in all areas, so later lack of cleanliness can be evidenced.

Finally, for **Q 41** about clean bedding, we are surprised that, after we have highlighted this in previous reports, and been assured that the system was now such as clean bedding was not 'issued' but prisoners knew they could request it, we still find that 23% of prisoners claim that they do not get clean bedding weekly. If these prisoners do not understand the system that seems to be a lack of communication that should be remedied, if necessary by staff checking understanding, notices in the laundry area, for example about how to obtain clean bedding, and the like. It seems such a simple thing to get right.

PRISONER/STAFF EXPECTATIONS AND EXPERIENCES

We have already considered three questions in this area, Q 27, Q 28, and Q29, which reflect on prisoner willingness to create a relationship with staff in the above section on induction. Those questions could, and should, of course, be considered in all the rest of a prisoner's sentence spent in Wayland and obviously have relevance to relationships after induction. But, here, we look at the general staff/prisoner relationship from the viewpoint of the prisoners in our survey.

20. Have you felt lonely at Wayland?

21. If Yes did you speak with staff about it?

22. Were they able to help?

34. Do you trust staff?

35. If you did say you do not trust staff, why did you say that?

For Q 20 It may surprise some staff that prisoners can be lonely in an environment of close contact with up to a thousand other people who are in the same position as themselves, serving a custodial sentence, or who are in daily contact with others who are employed to care for them, and yet still feel lonely. But, throughout the years of our surveys a significant number of respondents have been willing to say that they have indeed felt lonely in Wayland. Perhaps the reduction in the feeling of loneliness from 78% of prisoners in 2022 to 66% in 2023 could be seen as an improvement, although, perhaps paradoxically, in 2021 when there was very little association or associative activity the 'loneliness quotient' was less, at 57%. Rather, however, the IMB would ask if staff are aware of how lonely many prisoners are. Of course, the loneliness quotient may ebb and flow in any one person, but surely it must be a component of mental well or ill being, and, if so, are staff trained to look for the signs of loneliness, and perhaps sensitively question prisoners about their current social life? Are there strategies to address this problem through, perhaps, interest groups across unit boundaries, and is loneliness associated with a lack of literacy and how should that be addressed through education and or The Shannon Trust? The IMB suspects that this important contingent of a prisoner's social life, and therefore his social health, is not given the attention it needs and would recommend that prison management review the issue to examine other prisons' experiences and, possibly, knowledge of how to address this issue successfully.

Questions 21 and 22 carry the core of staff/prisoner relationships to the forefront.

With Q 21, despite the potential embarrassment of admitting loneliness to a member of staff, a sizeable percentage of prisoners reported that they were able to take that risk and approach staff. Taking an average of the three years 45% of respondents admitted approaching staff. This means that in any one year we can say, with 95% confidence, that between 400 to 500 times a year, a prisoner does approach a member of staff to admit feeling lonely and ask for help. That is at least one a day, every day, and sometimes more than one. Although this must occur more often with unit staff than others, and perhaps,

even more with the key working requirements now that is being re-launched, the IMB believes that training in recognising, sensitively raising, or dealing with if raised by the prisoner, should be a topic that every operational member of staff is familiar with, therefore making a reality of the duty of care in a personal way with every prisoner. If every prisoner who admits feeling lonely can be encouraged to approach staff, and not just the percentage who actually approach staff currently, we estimate that, with a churn rate of approximately 1000 prisoners annually, according to the figures when the prison CNA was that number, at least 700 would be affected by loneliness, leading to an approach rate of around two prisoners on average a day. The IMB suggests managing this issue sensitively could lead to a significant reduction in anxiety and mental ill-health amongst the prisoner community.

We need, however, to note the responses to Q 22. Currently, of those prisoners who do admit an approach to staff due to their loneliness, only 82% say that staff were able to help. This figure, which has been very stable over the years of our surveys, should be recognised as a wake-up call for the improvement of staff/prisoner relations at the very basic human level, and lead to greater trust between prisoners and staff. The Board trusts these results will be recognised by management as underlining the need for a new emphasis on the operational staff's duty of care, supported by the training we have already called for. We are convinced that this simple start-point, if properly supported, will do a great deal to improve prisoner/staff relations, and enable other initiatives, including key working, to be built on. Certainly, with a proportion of prisoners feeling that staff have not been able to help when they are in a particularly distressing time being as high as it is, something needs to be done, and done in a way which enhances the Wayland staff/prisoner relationship development.

Two further questions bear upon the need for a re-launch of the basics of staff's relationships with prisoners; the first the response to the simple question of whether prisoners feel they can trust staff, and the second, offered the opportunity to explain, in their own words, why they said what did, if they did not trust staff. The questions were:

34. Do you trust staff?

35. If you did say you do not trust staff, why did you say that?

Over the last four years, the split between respondents who said they did trust staff against those who said they did not has remained astonishingly stable, varying only a percentage point or two from a 45%/55% positive/negative split. During that time, the prisoner population has churned at least twice, such a stable response then can only be explained by either something in the nationwide psyche of all prisoners or as a experiential reaction to the myriad staff/prisoner interchanges on a daily basis with many, if not most, prisoners. To accept a knee-jerk reaction by prisoners never to trust staff as the core explanation of this result, is improbable; it is much more likely to be the result of what individual prisoners' experiences have been. The likelihood of negative experience colouring a negative response is obviously the most plausible. In this regard, the content of the open question Q 35 gives context to the negative result in Q 34. We do not propose to comment on the prisoners' comments, in verbatim below, but leave it to staff and management to draw their own conclusions of what the challenge is to turn the negatives into positives in as many cases as possible.

Verbatim transcript of prisoners' responses to Q 35

They just tell you what you want to hear but do nothing.

They just lie say what you want to hear so you bang up

What you see day to day

Some of them have very bad attitudes

Because if they wish to use something against you they can and will; you are at the whim of their mood or attitude towards you. Not objectively trained.

Too much corruption going on with staff. Not all of them.

The all lie they don't like Pakistanis

I just don't

Because they continuously lie to me and it goes all the way from officers up to the Wing Governor. I just wish they would grow a backbone and tell the truth!!!!

THEY DON'T ALWAYS DO WHAT THEY SAY THEY WILL.

Only certain members of wing staff.

You see things.

Your told one thing but its really another

Because the staff here is 1 rule for one and 1 rule for another.

I don't trust anyone!

From what I've seen and witness

They talk your business to inmates

Some is LAZY

Due to their lack of respect for us and their disappointment with the job.

SUM AR LAZY

liers unreliable

We said we would not comment on the above, but we would like to point out that at least one theme in the above, that of disappointment with what staff have said they would do for a prisoner, is reasonably straightforward to improve upon.

KEY WORKING

The IMB survey has tried to track the success, or otherwise, of key working since its inception in 2019. The results have been reasonably steady during these four years, and, unfortunately but not unexpectedly, they indicate that key working has neither been consistently resourced, nor, it seems, to have been consistently managed, and its impact on prisoners marginal. We are aware that renewed efforts are now being made to do what can be done within current resources to re-start the scheme again. We do hope this succeeds.

Over the past four years, however, the responses to three questions on key working have been very consistent. The three questions we have asked have been

32. Do you have a designated key worker?

31. How often have you spoken to your key worker?

7. When did your key worker last speak with you?

Q 32 responses reveal that the allocation of key worker has been acknowledged by around two-thirds of prisoners, with the 2023 figure slightly higher. So, although a third cannot recall being allocated a key worker, if they have been so allocated, of course, at least that part of the system is working more than it is not. But, the important question is not whether a key worker has been allocated, but what has happened since.

Q 31 Asked the simple question of how often the respondent had spoken with his key worker. The results are revealing.

We gave respondents the choices of: *Never, Rarely, Sometimes, Often.*

The responses have been steady over the years so 2023 results are not an outlier but typical, they were:

Never 48% Rarely 29% Sometimes 13% Often 9%

These figures are disappointing enough, but we also provided an early 'check question' for the reasons we describe in the introduction. This check was Q 7 *When did your key worker last speak with you?*

The 2023 responses were, again, in line with the previous year 2022. We gave a choice of response with: *Never, orweeks ago*: Two-thirds (2022 70% 2023 65%) of respondents said their key worker had never spoken with them, the other third reported a conversation a varying numbers of weeks prior.

This is where the rubber hits the road in key working, in the frequency of contact. Frequency of contact has to happen before meaningful contact can take place. Prisoners do not open up to staff just when staff ask them, there has to be trust in the process; trust that the staff will use information sensitively and confidentially, and trust that the staff know how to respond to the information given. With the results we have reported above, that approximately 50% of prisoners do not trust staff, key working is going to be a hard sell. The Board sees no alternative to a continuing programme of staff training and supervision in this area, and, of course, staff doing the supervising must not only had that training themselves but also the experience that goes with it. We believe, therefore, that a management commitment to key working must recognise that it must be in it for the long haul, and committed to the effort and detail needed for its training and supervision.

SAFETY AND LIFE CHANCES AFTER RELEASE

This is the last of our section commentary of our survey. We make observations on those questions we have not selected for this detailed analysis at the end of this Commentary.

5. Did you feel safe on arrival at Wayland?

6. Do you feel safe NOW?

19. How many fellow prisoners can you really trust at Wayland?

30. Do you think you are being helped by staff with your personal problems about life after release?

42. Do you think lack of education during lockdown will affect life chances after release?

43. Have you missed out on programs required by release plan or for parole case?

With Q5 and Q 6, after security, prisoner safety is the next most important concern for a prison. Without prisoner safety, staff safety is compromised; without prisoner safety, rehabilitation is made of secondary importance to a prisoner; without prisoner safety, key working and normal regime life is impossible. The challenge, it seems to the Board, is to maintain prisoner safety whilst at the same time managing the prison and its rehabilitative focus as if prisoner safety has already been delivered. Clearly, the Board has no prescription for this challenge, but it still wishes to point to the results of our surveys in 2022 and 2023 where the figure claiming not to have felt safe on arrival or after is stable at between 21% and 22% for prisoners reporting feeling unsafe at arrival and also unsafe at some time after, many a considerable period after. The stability of the responses of feeling unsafe encourages the Board to hope that some new thinking is done about how to tackle this particular, and persistent, problem.

Considering the results of Q 19, the Board also believes that the unsafe feelings reported above are connected to the reported belief amongst prisoners that they can trust almost no-one in Wayland. In 2022 56% of respondents reported that could trust no, or at most one or two, other prisoners. In 2023 this figure had grown to 68%. Even if it could be said that the criminal life, per se, inevitably leads to a lack of trust amongst its participants it perhaps should also be pointed out that such feelings of isolation will corrode any and all attempts to organise a regime on any basis which does not acknowledge that a lack of trust is such a block to rehabilitation that it must be tackled head on, and not ignored as 'too difficult to manage'. We

therefore hope that the prison can confront this fundamental lack of trust, in order to establish trust as a major building block in the creation of a 'responsible prisoner community'.

Q 30 asked whether prisoners thought that staff were helping with personal problems likely on release. The results are instructive.

Although in previous years the majority of prisoners had said they had not been helped, at least there was some acceptance that a few had been helped. In the 2023 survey, however, the number saying they had been helped was as near zero as could be: 4% saying they had been helped, while 96% said they had not. In some ways, this is the worst sort of result there could be for a prison which is meant to be a training and resettlement prison. There is a move to beef up the 12-week pre-release Discharge Board, but this deals only with the most pressing cases because the issues raised are so close to release. As we have said, previously, resettlement planning, and everything to support it needs to start as soon as the prisoner is received into Wayland; sentence plans need to be agreed, main themes need to be identified, progress checks made and intervention taken much earlier than 12 weeks prior to release. Resettlement is much more than just getting the information back that the prisoner will have a roof over his head on the first night.

Q 42, Q 43 Responses are, in essence, a heartfelt plea by respondents to recognise the potential damage done to the rehabilitation of around two thousand Wayland prisoners who had no, or virtually no, therapeutic or activity regime worth the name in the two years of 'Covid fearful', 'Covid cautious', and 'Covid careful', regime strategies. Although nothing can be done for those who have been released, perhaps something creative can be done for those who are still in Wayland and who missed out on regime chances to improve their rehabilitative potential. It surely should be possible to identify this group, assess what could be done in creating special programmes to address the obvious lacks (checking on literacy needs?), invite those eligible to be involved, and carry the strategy out. Perhaps nothing can fully make up for their loss but at least something might be done to assist those prisoners willing to improve their life chances on their approaching release.

COMMENTARY ON THE REMAINING SETS OF QUESTIONS

The remaining questions fall into the following areas:

- Property
- Healthcare
- Complaints
- The social regime, and
- Education

Property

We asked if all property arrived within two weeks of reception, and, then, if it had not was it still missing.

The results for 2023 are worse than for previous years by some margin. Two-thirds of prisoners said all their property had not been received within two weeks of reception, and again, two-thirds (perhaps the same prisoners) said it still had not arrived by the time they were filling in the survey. Although we have no means of knowing how long these prisoners had been at Wayland, it is likely that, on average, they had been at the prison for more than a few months. When the new Property Policy Framework was promulgated the Board had hoped that, despite the lack of hard targets to be achieved, there would be, at the very least, a renewed effort to do the basic job properly. Unfortunately, it seems that hope was misplaced. There may be little that Wayland can do as, by definition, the problem is created by other prisons, or by the movement contractor, but, perhaps, simply asking a prisoner on reception what property still has to arrive, being invited to list this, and for the list to be sent to the sending prison within 48 hours, might achieve a more rapid response from the sending prison, or at least an audit trail to be checked according to an agreed timescale. With these results it is no wonder that, for another year, the IMB applications log for property issues is again the leading subject.

Healthcare

We asked in Q 24 how easy it was to make an appointment with various healthcare specialists. This was a proxy for the general relationship with healthcare as we obviously could not ask specific and confidential healthcare questions. Unfortunately, the 2023 results are worse than for the 2022, although not greatly so. Nevertheless an average drop of seven percentage points from an already low proportion who found making contact easy, 21.5% in 2023 down from 28.75% in 2022, is a disappointment. We urge the Healthcare Contractor to consider these findings and review their contact management systems.

We asked in Q 9 how satisfied prisoners were about complaints they had made to healthcare. On this, the dial has not shifted at all from 2022 when two-thirds of prisoners expressed dissatisfaction with their complaint results. Perhaps, it might be said, that the current dissatisfaction with healthcare and GP surgeries in the UK generally mean that we should not be surprised at this result. But we are, because the impact of this level of dissatisfaction is far more toxic, and spills over into other areas of the prison's activities, than in a dispersed wider community. We urge the healthcare contractor to consider how this situation can be improved.

Complaints

We asked three questions, with one split into a number of sub-questions, and the full scores are in the Annex. In this Commentary we wish to identify the main issue of perceived fairness in the system. In Q 10 we asked about fairness of responses in general applications. Over the last three years this has remained reasonably steady and in 2023 was Good 10%, OK 63%, and Unfair 23%. With Q 12 we asked about perceived fairness in the Comp 1 and 1A system. Here the results were starker, possibly because we gave opportunity for only a binary, yes/no response: the figures for 2023 are: Fair 25% Unfair 75%.

With such results, a natural reaction might be to observe something on the lines of '*What do you expect? Prisoners are unlikely to be satisfied.*' Yet this would be to miss the point. The Prison Service is vocal on the need for procedural justice to be exhibited so as to enlist the agreement of prisoners with decisions reached. With complaints it would seem that this is an area where the impact of a properly-considered response is vital. However, when following up complaints as part of an investigation into an IMB application, we frequently find the response to be limited, sometimes obviously unhelpful, and in a few egregious cases unacceptable. These latter we have referred to the prison management for their further consideration. We now ask, however, for prison management to take note of these findings and seek to ensure that the outcome for prisoners involved in the complaints process is at least improved in regard to the precepts of procedural justice, and also, perhaps, seek to provide opportunity to discuss the felt-fairness of complaint responses with prisoners as part of key working.

The Social Regime

Questions 17 and 18 dealt with the take-up of, first, exercise opportunities, and, second, visits. Daily exercise has dropped since 2022, but not by a great deal, but visits has shown a significant rise. Whatever the reason behind this, and the Board would suggest that the work of the Family Development team has undoubtedly helped, it is a welcome increase, from a figure of 48% in 2022 to 70% in 2023.

However, in terms of prisoners' engagement in social life aside from exercise activities, Q 23, which asked for opinions on the utility of the Prisoner Forums, paints a different picture. The perceived utility of the Forums has dropped steadily over the last three years, 2021 68%, 2022 49%, and now, 2023 32%. Perhaps, the waning need for digital communication with the gradually increasing social contact during the past three years is behind the reduction in prisoners' views of their helpfulness, but, perhaps, considering how much digital communication is now relied upon, prison management should seek to discover why there has been this significant reduction.

Education

One of the issues we have found hard to understand in the results of previous years' surveys is the seeming impossibility of organising a system for responding to education materials which have been provided to prisoners, returned from prisoners, and then seem to vanish. In 2021 only 43% claimed to have

had a response to returned education materials after cell work. In 2022, this was almost an identical result, 44%. Now, in 2023, even this low return rate has been apparently missed, as only 32% said they had had their educational materials commented on. Are large numbers of marked returns to prisoners going missing? Is submitted work being lost before being seen by a teacher? Is it a disconnect between operational and educational sides? The situation poses the simple question: is it not possible to create a simple system which ensures that educational work sent back is seen, marked and returned, with an audit trail to prove it, to ensure that something close to a 100% return rate is guaranteed? The Board hopes that this problem can be solved before the next survey.

Behind that problem, however, is the linked problem of actually obtaining educational materials when educational attendance has not been possible, although at least this situation has improved from the 2022 position where two-thirds of prisoners stated they did not get educational materials when they could not get to education, to 2023, when 50% said they could not get them. Yet this improvement falls far short of the target 100%. The Board hopes that the return to a full-time activities and educational regime may improve these figures, if only by reducing the work-load on teachers.

The final educational question, Q 39, asked about the availability of library books during Covid regimes. The result for 2023 was a reversal to that for 2022. Then, 45% said they had NOT had sufficient library books, while the 2023 figure for this negative result had risen to 55%. Once more, we are surprised that such a simple process, even without the digitisation of the library catalogue, which we have consistently called for in previous years, had not been improved, but had even fallen back in what it had achieved before. To the Board, there seems to have been insufficient curiosity at the level of those responsible for the library provision over, first, the published previous information, and then, an attempt to improve the situation. We hope that the recent re-opening of the library will address this issue, although only a full digitisation of the library catalogue will provide the sort of comparable access as is available in the wider community.

CONCLUDING REMARKS

If there is one concluding remark the board would wish to make it is that which we have made in our remarks about the library provision, and that is, throughout the years of our survey, it is the lack of curiosity about what the results have indicated, and sometime incontrovertibly revealed, about the prisoners' perceptions of how things are actually experienced on the ground, day to day, creating an expectation that might be characterised as: *'It is what it is, a prison, so you cannot expect anything better.'* We think Wayland, and its prisoners, deserve better.

ANNEX A

Questions in the 2023 survey, plus prisoner responses over the last three years.

ANNEX B

A complete transcript of the responses prisoners made to the 2023 survey's open-ended questions which asked for their comments. We believe the prisoners' voices in these comments need to be heard and considered, almost all are clearly honest responses to our questions, and very few seem just negatives for the sake of it.

The Chair and the Board of Wayland Independent Monitoring Board, March 2023

ANNEX A

Questions in the 2023 survey

1. Current age
2. Number of months at Wayland
3. Did all property arrive within 2 weeks?
4. If NOT is it STILL missing?
5. Did you feel safe on arrival at Wayland?
6. Do you feel safe NOW?
7. When did your key worker last speak with you?
8. Was Induction at Wayland helpful?
9. If you made a Healthcare complaint was the response satisfactory?
10. Fairness of answers to general applications.
11. Speed of answers to

Comp 1

Comp 1A

IMB

- 12 Do you feel Comp1 and Comp 1As are dealt with fairly?
13. Was your cell clean on arrival?
- 14 Easy to get cleaning materials?
15. Did you sign a cell acceptance form on arrival?
16. What are you looking forward to?
17. Did you take up daily exercise?
18. Do you have visits?
19. How many fellow prisoners can you really trust at Wayland?
20. Have you felt lonely at Wayland?
21. If Yes did you speak with staff about it?
22. Were they able to help?
23. Are prisoner forums useful?
24. Ease of making an appointment with
Dentist

GP

Nurse

Mental Health

25. Has the prison communicated well regarding regime and what will happen in future?
26. Is this your first time in prison?
27. Did you have personal problems on arrival?
28. If yes, did you talk to an officer about them?
29. Were they able to help?
30. Do you think you are being helped by staff with your personal problems about life after release?
31. How often have you spoken to your key worker?
32. Do you have a designated key worker?
33. Have you the full amount of unbroken furniture you are entitled to?
34. Do you trust staff?
35. Why?
36. Have you had education materials when you have not been able to go to education?
37. Have you returned that material?
38. Have you had a response to that?
39. Have you been able to get sufficient library books during Covid regimes?
40. Is the washbasin/shower/toilet in your cell as clean as it should be?
41. Do you receive bedding weekly?
42. Do you think lack of education during lockdown will affect life chances after release?
43. Have you missed out on programs required by release plan or for parole case?
44. Have you found social video calls helpful?

PRISONER RESPONSES OVER THE LAST THREE YEARS

Q

Result 2022

1 Average 36.9
 2 Up to 1 year 64%. Up to 3 years 28.2%
 3 Yes 63.4 % No 36.5%
 4 Yes 44.7% % No 55.2%
 5 Yes 77.5% No 22.5%
 6 Yes 69.4% No 30.5%
 7 Never 70%
 8 Yes 30% No 70%
 9 Yes 28% No 72%
 10 Good 16% OK 57% Unfair 26%
 11 Quick Slow Very Slow
 14.2% 48.5% 37.1%
 13.3% 50% 36.6%
 57% 38.4% 3.8%
 12 Yes 25.7% No 73.2%
 13 Yes 26.8% No 73.2%
 14 Yes 42% No 58%
 15 Yes 30% No 70%
 16 Time out of cell, gym time, association,
 17 Yes 73% No 27%
 18 Yes 48% No 52%
 19 None 46% 1 or 2 10% 3-5 18% 25 or more 15%
 20 Yes 78% No 22%
 21 Yes 43% No 57%
 22 Yes 12.5% No 87.5%
 23 Yes 49% No 51%
 24 Easy OK Difficult
 21% 23% 56%
 28% 49% 23%
 44% 38% 18%
 22% 44% 34%
 25 Yes 46% No 54%

Result 2021

39
 av 18 months
 Yes 57% No 43%
 Yes 40% No 60%
 Yes 67% No 33%
 Yes 78% No 22%
 Never 37%
 Yes 35% No 65%
 Yes 13% No 87%
 Good 7% OK 71% Unfair 21%
 Quick Slow Very Slow
 20% 50% 30%
 10% 50% 40%
 45% 55% -
 Yes 36% No 64%
 Yes 22% No 78%
 Yes 65% No 35%
 Yes 28% No 72%
 Yes 90% No 10%
 Yes 40% No 60%
 None 40%
 Yes 57% No 43%
 Yes 35% No 65%
 Yes 26% No 73%
 Yes 68% No 32%
 Easy OK Difficult
 3% 32% 65%
 3% 60% 37%
 12% 58% 30%
 9% 48% 43%
 Yes 80% No 20%

Result 2023

39.2 years
 up to 1 Yr 63% 1-2 yr 20%
 yes 32% No 67%
 yes 66% No 33%
 Yes 78% No 21%
 Yes 78% No 21%
 Never 65%
 Yes 25% Maybe 21% No 53%
 Yes 30% No 70%
 Good 10% OK 63% Unfair 23%
 quick slow v slow
 14% 54% 32%
 13% 54% 34%
 52% 29% 17%
 yes 25% No 75%
 yes 38% No 61%
 yes 67% No 33%
 yes 25% No 75%
 Yes 65% No 34%
 yes 70% No 29%
 none 28% 1/2/few 40% ^6 19%
 Yes 66% No 33%
 Yes 55% No 45%
 yes 18% No 82%
 yes 32% No 68%
 Easy OK Dif
 17% 34% 48%
 20% 48% 31%
 32% 39% 28%
 17% 46% 37%
 Yes 31% No 69%

26	Yes 43% No 57%	Yes 29% No 71%	Yes 41% No 59%
27	Yes 62% No 38%	Yes 61% No 39%	Yes 53% No 47%
28	Yes 70% No 30%	Yes 50% No 50%	Yes 59% No 41%
29	Yes 45% No 55%	Yes 38% No 62%	Yes 40% No 60%
30	Yes 13% No 87%	Yes 28% No 72%	Yes 4% No 96%
31	Never 54% Rarely 26.2% Sometimes 9.5% Often 12	Never 44% Rarely 22% Sometimes 19% Often 15%	Never 48% Rarely 29% Sometimes 13% Often 9%
32	Yes 56% No 44%	Yes 57% No 43%	Yes 72% No 18% Don't Know 9%
33	Yes 51% No 49%		Yes 71% No 29%
34	Yes 45% No 55%	Yes 36% No 64%	Yes 43% No 57%
35	lie, don't do what they promise, fob you off, untrained	Similar	Similar
36	Yes 67.5% No 32.5%	Yes 50% No 50%	Yes 50% No 50%
37	Yes 74% No 26%		Yes 93% No 7%
38	Yes 44% No 56%	Yes 43 No 57%	Yes 32% No 68%
39	Yes 55% No 45%	Yes 70% No 30%	Yes 45% No 55%
40	Yes 48% No 52%	Yes 75% No 25%	Yes 57% No 43%
41	Yes 57.5% No 42.5%	Yes 44% No 56%	Yes 77% No 23%
42	Yes 37.5% No 62.5%	Yes 54% No 46%	Yes 56% No 44%
43	Yes 55% No 45%	Yes 54% No 46%	Yes 59% No 41%
44			Not Much 42% A Bit 21% Quite Good 18% VG 18%

ANNEX B

PRISONERS' FREE TEXT RESPONSES TO OPEN-ENDED QUESTIONS in the 2023 survey

The submitted surveys were numbered so one can follow all the written submissions of a prisoner. So, for example, a comment numbered 1 will be by the same author throughout. An attempt has been made to use the prisoner's spelling but auto correct has intervened at times!

Question 9 (Relating to making a Healthcare complaint)

If you made a complaint was the response satisfactory? And if you were dissatisfied can you tell us why?

Answers from Prisoners

- 4. Many reasons
- 6. There was no intent to help or action just to note it and avoid it!
- 8. Never have made a complaint. H/C is good here.
- 10. Zero common sense
- 19. Over Covid boosters for over 50s appointments made & not kept, no explanations given.
- 30. Too long a wait then no urgency with referrals.

Q16

What are you looking forward to most when the prison is back to a "normal" regime?

- 1. More time out of cell.
- 2. Don't know what the regime was cuz only just arrived
- 3. A Full regime.
- 4. –
- 5. Not doing 22 hour bang up everyday.
- 6. I don't know what normal is!
- 7. More gym
- 8. Being safe and progressing etc
- 9. MORE JIM
- 10. FAIRNESS
- 11. –
- 12. Nothing
- 13. –
- 14. Going home
- 15. Better for enhanced prisoners
- 16. Never been in a normal regime.
- 17. That lazy people will have to work.
- 18. More gym time
- 19. To be able to move freely at so called "Freeflow"
- 20. Gym
- 21. Not sure
- 22. Longer out in the evenings
- 23. Being treated fairly. Individual
- 24. Gym more

25. ???
26. Courses
27. More gym
28. –
29. ???
30. What is normal!
31. NOT BANGED UP SO MUCH
32. –

Question 35

If you answered “No” to question 34 (Can you generally trust the staff at Wayland?) why do you think that?

1. They just tell you what you want to hear but do nothing.
2. –
3. They just lie say what you want to hear so you bang up (*Could be “bung up”*)
4. What you see day to day
5. Some of them have very bad attitudes
6. Because if they wish to use something against you they can and will; you are at the whim of their mood or attitude towards you. Not objectively trained.
7. –
8. Too much corruption going on with staff. Not all of them.
9. –
10. –
11. –
12. The all lie they don’t like Pakistanis
13. –
14. I just don’t
15. –
16. Because they continuously lie to me and it goes all the way from officers up to the Wing Governor. I just wish they would grow a backbone and tell the truth!!!!
17. –
18. THEY DON’T ALWAYS DO WHAT THEY SAY THEY WILL.
19. Only certain members of wing staff.
20. You see things.
21. Your told one thing but it’s really another
22. –
23. Because the staff here is 1 rule for one and 1 rule for another.
24. –
25. I don’t trust anyone!
26. From what I’ve seen and witness
27. They talk your business to inmates
28. Some is LAZY
29. –
30. Due to their lack of respect for us and their disappointment with the job.
31. SUM AR LAZY
32. liers unreliable

Q45

If the Governor could change one thing to return the regime to a more normal one what would you suggest?

1. To have night time association back as I work all the time and don't get any
2. More gym
3. Full time work and evening social
4. –
5. Change regime. We have soch every morning then 22 straight hours bang up.
6. –
7. More gym
8. Stop drugs from coming into prison this would keep inmates from fighting and make this place a safe place to be in etc.
9. –
10. FAIRNESS AND COMMON SENSE
11. –
12. Get the roll right so we can get our food.
13. –
14. Gym
15. Roll check never in
16. Stop solving the wrong problems and start listening to his subordinates and prisoners and start solving the real problems.
17. To try and encourage prisoners to start going to work and also to leave the wing more.
18. Back to original gym regime.
19. Prison freeflow. Many times we are stuck at locked gates.
20. –
21. Weekend visits as its just changed to one weekend visit a month which is unreasonable.
22. More officers
23. Proper structure working towards normality instead of being like a robot.
24. Gym more at weekends. Meetings for drug and alcohol issues.
25. ?
26. Fairer for all the ones that work all day get night regime.
27. More option on Canteen
28. Better food
29. More time out of your cell
30. Stop the CONSTANT roll checks or stand fast roll checks. Learn to count.
31. More staff
32. Make it more of a C cat than a B cat

Question 46

Has the increased time behind your door during covid and restricted regimes been helpful to you? Could you tell us why or why not, in your own words?

1. Its just the same to me
2. No. Started self harming more and tried to kill myself twice.
3. No not at all. Being locked up for 23 hours a day is not good for anyone.
4. More stressful. Covid is still being used here regime wise
5. No it effects mental health & nobody to help.

6. It's an extra punishment, Solitary Confinement & should have meant a reduction in sentence. We were not sentenced to so much solitary by a judge.
7. No I should not be behind the door for 23 h
8. Yes given me the peace to get closer to the Lord and strengthen my faith more etc. and keep away from breathing in the vape and other stuff inmates smoke, my breathing has or did get better for a while etc.
9. –
10. ?
11. No
12. –
13. –
14. –
15. Mentally draining
16. I don't know the difference.
17. I do not think that it helped me personally as I felt rather isolated. I was also bored during the day and got lazy, too.
18. N?A
19. I have used the time to study OU materials and write sci-fi novels.
20. I done a clothes line. (See note)
21. Yes more reflection time.
22. I have been at work all throughout COVID
23. To tell you the truth I feel more relaxed and content. I have had more time to think about me and family and what I want to do when (*I get out.*)
24. Better routine by reading and writing more
25. REALLY
26. No because all I think about is my problems in turn. Stresses me out more behind my door.
27. More mental health problems
28. No
29. Not at all: there's little or nothing to do
30. Its been damaging from a perspective of self worth. 4 weeks solitary lock up TWICE. No shower no exercise.
31. No
32. –

Question 48

Is there anything else you think the IMB should know?

1. Staff are not doing what you ask of them.
2. Nothing gets sorted even though we put apps in.-
3. –
4. Close prison
5. No
6. OMU is terrible. No objectivity. Poor training, no cover for sickness or absence. Often the POM does not support the inmate at all.

Things to know!

*Many people come in to Wayland and wait ages to speak to OMU. If they do speak to them and ask "What do I need to do to progress" they get told things like "Just remain enhanced and stay employed to progress to D Cat." Yet when the review comes around 6 months later suddenly they get told about courses/programmes! Is it delay tactics? Is it incompetence?

*Many are not told their sentence plan – I myself first knew of my sentence plan 7 months after arriving someone else's POM wrote the details on a piece of paper even though I had been asking for my OASYS for 4-5 months. I asked for my OASYS in April. I finally got a copy 31st October, it had been signed off in July! That can only be lazy incompetence! Also the OASYS had been completed at pre-sentence so was out of date

having been done pre-sentence 9 months before the July sign off and 3 months before Conviction, so wasn't relevant to Convictions!

* OMU If someone is off sick or on leave No one Covers! If some one leaves no one covers workload until person is replaced! That's Simply incompetent and unacceptable to those people who are left unlooked after during that period.

* Many meetings like prison council, these are lip Service. Nothing changes. It's a pretence at giving inmates a voice. Every reason is given for delay or no change, no actual desire to improve or innovate.

* The prison service is mired in apathy and stagnation, lack of training and covers with punishment rather than improvement mindset. It is clear that many who work in HMP Service see you as a "Scumbag" to be punished. Rehabilitation is not high on the agenda. Everyone is "One size fits all" when it comes to programmes. No one listens. Its all pre conceived notions. Staff in programmes read prison's statements + prosecution papers and form opinions. This is before they speak to you! Your perspective is not considered. You are classed as a subhuman and a liar so not worth an opinion. I have had numerous conversations to be dismissed and told the opposite , because they have a preformed opinion. Yet in the same honesty I have given them information about childhood etc, trying to be honest and work with them only to find the information used against me. Eg my step father used to violently beat me. This was turned into "Mr X was domestically abused, so its highly likely that he is at high risk of Committing Domestic abuse" Which is a. disproved psychology. b. Disproved by being over 50 and having been a foster parent and adopting which requires years of checks. Its a prime example of the poor profiling and lazy work, of pigeon hole style work carried out by OMU! Dept. Not fit for purpose!

7. -
8. I'm IPP & they just want to keep me in it's a real mess up sentence. I've been in a long time.
9. -
10. Not really
11. -
12. They never get the roll right. We lose social time. Sometimes we don't get our food.
13. This prison have failed to comply with sentence plan targets benchmarking Laspo Act 2012 Not known anything like it. The prison makes a big thing about prisoners complying with there sentence plan but when it comes to elements of the sentence plan which the prison is legally obligated to comply the prison does not do so. A law to themselves but justifies it even when it is blatantly and obviously incorrect in its actions.
14. -
15. No
16. If there was would the IMB be able to do anything about it. Sorry to be cynical but the IMB has never solved an application made by me.
17. -
18. -
19. Concerning canteen time are many items at DHL we are not allowed, yet other jails can buy them eg tinned tomatoes
20. This is not run like a Cat C
21. Reception needs reform in terms of prop handling.
22. No
23. Keep coming on the wings you are doing a good job. Well done (Smiley face)
24. Not really
25. -
26. Start again with this prison. Refurbish everywhere.
27. Since being at Wayland wings have had no heating, mouldy walls and bathrooms. People are being knocked back on Cat D Progression Due to not being able to finish TSP Program even tho it can be completed in the community Due to (Psi)
28. -
29. Appointments are not communicate to inmates clearly. You're not told if you have (generally) any appointments. Then you're given a negative for not attending an appointment!

30. The jail needs staff that care.

When the world cup was on we were ALWAYS locked up early as staff bragged they were going home or to the pub to watch the games,

Staff has no respect and certainly no empathy. It causes animosity between staff and prisoners

The prisons no you don't have the power to force them to change. As a result they never will. Prisons are a business. Governors are just accountants.

Education courses earn them more money that's why they force prisoners to do education. Functional skills

Gardens etc are paid less as they're not government funded.

This place is a joke.

We may be prisoners but we're STILL people. There is no progression from this jail. Remember this jail gets funding for us being here. They give us progression with reluctance.

31. –

32. –

COMMENTARY ON 2023 SURVEY ENDS