

COMMENTARY ON THE RESPONSES TO THE 2025 IMB SURVEY OF PRISONER ATTITUDES IN WAYLAND

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 are, broadly speaking:

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

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

1. Responses tracked over the years to particular questions can give a good impression of progress, or lack of it, over time in the areas of interest, and,
2. So 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.

To make comparisons with previous surveys easier we have retained the broad headings we used in our commentary on the results of previous surveys.

Although it is not the job of the IMB to suggest operational solutions to address the failings and challenges identified by this survey, we hope that our comments will help management review the reasons for the challenges identified, and provide assistance in improving prisoners' experience of their lives in Wayland.

The Chair and the Board of the Wayland IMB, August 2025

THE DETAILED COMMENTARY ON QUESTION GROUPS

In the following commentary, after a note on the respondent demographic, we group together the 'major' questions as for previous survey commentaries, which are:

- Induction and early days experience, including the prison's decency agenda
- Prisoner/staff expectations and experiences
- Key working
- Safety
- Preparation for, and life chances after, release

We then examine the 'minor' questions, which of course still reflect the overall interaction between prisoners and the prison, these questions comprise the following topics:

- Property
- Healthcare
- Complaints
- The social regime

The 'freeform' responses to Q. 16 and Q.45

Please note that these have not been censored, and as we have explained in the Appendix must be accepted as the views of real prisoners. We would ask prison management, as we have done in previous years, to read the frustrations (and the good points) expressed as an opportunity to hear the voice of the prisoners without the need to be polite in the presence of staff and to reflect on what is said.

COMMENT ON THE RESPONDENT DEMOGRAPHIC

Q. 1. How old are you? and Q. 2. how long have you been in Wayland

Q. 1

The median age of responders was 37 years, against 39 in 2023 and 44 in 2024, the average age is therefore younger than it has been for the past three years, although the difference is not great and is unlikely to be causative in types of responses made, except perhaps in relation to a certain maturity of judgement that accompanies experience no matter what type of social experience that happens to be.

Q. 2

From the responses made to this survey we calculate that the average time spent at Wayland of the nearly 200 prisoners who completed the survey was almost identical to the proportions in 2024 and less than 10% different from the 2023 Survey.

INDUCTION AND EARLY DAYS EXPERIENCES

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

Q.26. Is this your first time in prison?

Interestingly, the response this year that those for whom their current sentence is their first time in prison represented 34% of respondents which is a significant drop from previous years when it was almost exactly 40% each survey. In the Board's view, it is significant not just statistically but operationally as it means that only a third of prisoners are being exposed to the custodial environment for the first time, which brings with it the likelihood that the group may not be seen as important, against the two thirds who are prison-wise and therefore may be considered to be more challenging to the prison, especially with a low-experienced staff.

Given the rollout of the new induction approach, however, it will now provide a more proactive approach in understanding the needs of the inexperienced minority of receptions before they become exposed to the challenge of being in an experienced prisoner community, which inevitably poses safety risks. The Board recommends that there is in consequence the opportunity to develop a 'new prisoner training program' to help such prisoners craft and navigate their way into and through their new experience before the challenges appear in a less protected environment in their allocated units. We make further comment in this change below.

Q. 8. Was induction at Wayland helpful?

In our commentary on the 2024 survey we hoped that the improvement noticed in 2024 over the situation the year previous, could be further improved upon this year. Unfortunately, that has not been the result. Although the low figure of 25% in 2023 responding positively has not been repeated, there has been a drop of some 15% in positivity of the induction experience since the 40% noted in 2024. The Board trusts, however, that the radically improved induction experience now being created can turn this reduction in positivity round. Prisoners are likely to take in a lot more in their first few weeks of Wayland than in any similar length of time thereafter and the new induction programme should therefore be seen by all staff to be critical to the future stability and management of the prison, despite the challenges of making such a new system work.

We commented above on the opportunity to create a new training program for inexperienced prisoners, we make a similar observation about the needs of the more experienced, those who think they have 'seen it all before'. This group, the majority, could benefit from a program which makes it clear to them that the prison will challenge unacceptable behaviour but will also offer tangible improvements over their potential expectations and help them on a better path to their progression and resettlement than they may have experienced previously. The Board would so recommend.

Q. 27. Did you have personal problems on arrival?

Q. 28. If YES did you talk to officer staff about them?

Q. 29. If YES were staff able to help?

Q.27. Did you have personal problems on arrival?

The responses to this very personal question have remained astonishingly close over the years and 2025 is no exception, almost exactly 50% of respondents admitted that they did have personal problems on arrival. This response, given the trauma on self and family that crime and imprisonment brings, could be considered surprising in that this figure is not much higher. So, reception and induction staff, knowing that they will see that half at least of all prisoners they have dealings with will be carrying the weight of personal problems with them as they try to process their new surroundings, should benefit, the Board suggests, from having some special training to help them manage the interpersonal challenge that that situation brings. We understand that there will be a new emphasis on staff training in the next period and we therefore hope that our observations may prompt the training managers and suppliers provide the tools to assist staff in responding to these challenges in prisoners' first few weeks in Wayland's custody.

So, if that is the need, how well did Wayland do in actuality, in respondents' experience?

Q.28 If YES did you talk to officer staff about them?

As in previous years, around two thirds of prisoners said they did talk to officer staff about their problems, a few percentage points less than in 2024 but more than in 2023. This suggests that there remains an expectation amongst receptions that they would like staff to help them with their problems and to have the courage to ask. What then happened?

Q. 29. If YES, were staff able to help?

Unfortunately, the response of staff to the request for help was no better this year than last, only 34% reported that staff were able to help, less than the 40% in 2023 and less than last year at 38%.

Although the year-on-year reduction is small, it is definitely significant. This makes our commentary on this question's responses even more apposite than a year ago, when we said that the inevitable conclusion to be drawn from the poor result is not only that the staff approached were not able to help, but it also suggests that they were also unable to suggest HOW the prisoner might be able to access help, as to have done this (and for the help to have been successful, of course), the answer would be likely to have been more positive. We therefore make a similar recommendation this year as we have done in previous years; that more focused staff training is needed for all staff. We would now add to that general call that this should especially be for those in the new induction unit. Staff of this unit should not believe that they can solve all the problems that receptions present, but they should be able to understand the importance of identifying needs, at least starting the signposting of the most appropriate staff for ongoing involvement, and preparing key-working staff so they these latter staff can hit the ground running with their new clients. This could all be part of a formalised induction plan with, importantly, a copy provided for the prisoner. We would hope that senior staff consider how these observations could best be responded to, thus ensuring the value of the new induction programme and enlist the willing involvement of new prisoners in their sentence planning and progression.

THE DECENCY AGENDA AND ITS REALITIES

These next few questions asked about the 'decency' aspect of their first and subsequent experiences of Wayland, especially as the 'induction experience' experienced by respondents did not have the benefit of what we hope will be the improved experience of the new induction unit.

The Board would emphasise the importance of these questions asked, as they may be overlooked by some as they are about seemingly small inconveniences, like weekly bedding change and the ease of getting cleaning equipment and supplies. In the Board's discussions with prisoners nevertheless, such things are important to them, they are forced to be in their cells for around 14 hours a day, and more on weekdays and some other days. When you are in close contact with small things that are not right, such as a dirty, impossible to clean, W/C pan, or a piece of broken furniture, even an absence of a lockable cabinet for the security of personal and perhaps sentimental items, these things can quickly mount to a high level of irritation, or worse, which could corrode an otherwise acceptable relationship with staff. It is these factors which underline the importance of the decency agenda as a positive agenda for any prison.

This set of questions therefore were:

Q. 13. Was your cell clean on arrival?

Q. 14. Easy to get cleaning materials?

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

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

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

Q. 41. Do you receive bedding weekly?

Q. 13. Was your cell clean on arrival?

Although the 34% of respondents who reported their cell clean on arrival is better than the 25% of 2023, it is below that of 2024 when it was 40% who were satisfied. As we have noted in previous commentaries on our surveys, for two thirds of prisoners to report dissatisfaction

with the state of their cell, their home, on arrival is an unacceptable result against the Prison Service's frequent emphasis on the importance of decency in prison accommodation and is an unwelcome further drop in satisfaction against last year's still unacceptable 46%.

Although the Board accepts that the frequent movement of prisoners, both in and out of the prison and within Wayland itself, makes the checking of cells prior to occupation a challenge, each failure against this challenge is borne by the prisoner, whose opinions about the care shown by the prison towards him is unlikely to be improved by being required to live, eat, and sleep in unclean accommodation. We comment further on this situation in Q.15 below.

We did not ask about privacy screening of the W/C as the great majority of cells in the single cell units are just that, single occupation cells, but we are aware, from our monitoring of doubled occupation single cells in the old builds, that the basic management of privacy screening in a shared cell seems very hard for the prison to achieve consistently. This demonstrated lack of attention to basic decency provision must surely erode even compliant prisoners' attitudes towards their custodial management. The Board hopes that this further survey result will spur management into positive action in the area of basic decency provision.

Q. 14. Easy to get cleaning materials?

Unfortunately, the responses to this question continue the trend of falling satisfaction by prisoners in their decency treatment; this year's response was only 48% positive against last year's 60%. The fact that half of respondents now report that cleaning materials were not easy to get, is a sad commentary on a basic requirement to assist prisoners keeping their personal living quarters in a clean condition. If cleaning materials are not easily available, it seems inevitable that the problem of an unclean cell will not easily be resolved.

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

The unacceptable pattern of falling decency standards reported so far, unfortunately continues in responses to this question. In 2023 67% said they had signed a cell acceptance form on arrival, in 2024 this had dropped to 63%, this year the drop has deepened to only 49% remembering doing so.

Because the Board feels deeply concerned about what these responses tell us about prisoners' feelings on the core question of decency, we are taking the step of repeating our views on last year's survey commentary. We said then, and repeat now that perhaps what is needed:

"is to create a clearer, and firmer, standard by which a cell is declared 'clean', before occupation, including accurate statements of the quantity and quality of furniture provided, adequate time for staff to make the assessment and for the new occupant to agree its correctness, and, where there is a deficiency of cleanliness or equipment, a date or time by which it will be put right. The Board further believes there should be a tighter standard for those cells which are shared under the current requirement for doubled occupation of single cells. It is enough of a challenge sharing in such cells, as prisoners have frequently informed us, without the additional discomfort of an unclean, damaged, or poorly-equipped living accommodation."

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

Perhaps not unexpectedly, now, given the results of other questions in this group, there has been a significant drop in satisfaction with this question. Indeed, from a high of 70% in 2023, there was a drop of 20% to 57% in 2024, and now, in 2025, there has been a further 20% drop to 46%.

Once again, therefore, we must raise the possibility that if, by this token, the prison's systems for managing cell furniture is revealed as lacking, and given that the continual drip-feed of damage to cells and furniture by a small portion of the prisoner cohort will not cease overnight, it seems that the prison's administration, and the wider prison service needs to create a system, including a sufficient budget, that does deliver the agreed decency

requirements for each cell's proper equipping and that that furniture should be more robust than the fibre-board versions currently deemed suitable.

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

Given the foregoing responses in this section, it is unsurprising that the proportion of respondents who were satisfied with the cleanliness of their personal hygiene equipment provision in terms of their W/C, hand-basin, and shower, has dropped from the 2023 high (itself nevertheless unsatisfactory) of 57% to just 47% in 2025. Put it another way, more than half the prisoners responding said their personal hygiene provision was unsatisfactory in terms of its basic decency. We again trust that the prison's management respond robustly to the results of this survey and our commentary upon them.

Q. 41. Do you receive bedding weekly?

After the welcome increase of positive responses to the question of weekly bedding changes to 80% last year, it is with regret that we must report that satisfaction has fallen back again with this topic, with 67% responding that a weekly bedding change was a norm for them. Put bluntly, however, fully a third of prisoners report that they could not be sure of getting a weekly bedding change.

We encourage prison management to look back over the above results of this survey's results on what the Board consider to be markers of a decent accommodation provision, and to reflect both on why there should have been a consistent drop in satisfactory performance in this basic element of custodial provision, and which forms a core part of HMIP's 'four tests of a healthy prison', and importantly, how this drop can be reversed.

PRISONER/STAFF EXPECTATIONS AND EXPERIENCES

Our next series of questions goes to the heart of what has been revealed so far, and the overarching relationship the prison has, through its staff, with the prisoners in its care, indeed, its most important task after ensuring security, although even that depends, in a very real way, on staff/prisoner relationships.

The questions we asked, which, again, were distributed across the survey to avoid the cross contamination of 'continuation thinking' which might occur if related questions were asked one after the other, were:

Q. 10. If YOU have asked for help from staff did you get it?

Q. 20. Have you felt lonely at Wayland?

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

Q. 22. Were they able to help?

Q. 34. Do you trust staff?

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

Q. 44. Staff relationships good?

Q. 45. And if not good, suggestions for improvement

Q. 47. Confident that staff can help in a personal crisis?

Introduction to questions 10, 20, 21, and 22

For many in the significant proportion of operational staff who have had very limited experience of prison officer work, it may seem odd that prisoners can feel lonely in a prison of nearly a thousand people in the same state as themselves. However, because the needle has hardly moved on this dial of experience at Wayland, with 61% of respondents admitting they have felt lonely at Wayland in this survey, we feel it appropriate to repeat in full the commentary we made on this issue in 2023. We said then: *'Throughout the years of our surveys a significant number of respondents have been willing to say that they have indeed felt lonely in Wayland. The IMB would, therefore, 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.'

We so recommend again this year in 2025.

Q. 10. If YOU have asked for help from staff did you get it?

Q. 20. Have you felt lonely at Wayland?

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

Q. 22. Were they able to help?

We have brought the commentary on these questions together because there has been an improvement over the 2024 survey's finding of a shockingly low willingness of prisoners to talk with staff about their feelings of loneliness. This year, however, although not reaching the high of 55% in 2023 of prisoners reporting that they had asked staff for help in their loneliness, at least 25% did so admit this year.

Q.10 If YOU have asked for help from staff did you get it?

In some ways this was a check question on the broad issue of prisoner willingness to ask help generally, which would, of course cover much operational activities as well as personal ones. A solid 60% or so of prisoners have asked for help and received it over the last two surveys (we did not ask this question in earlier surveys) so if staff could be helped to be as helpful in the area of prisoner loneliness as they are obviously in other areas, that would be a good start to managing the issue more satisfactorily.

Q.20 Have you felt lonely at Wayland?

We have made the comment above about the possible strangeness in some staff's minds about prisoners being lonely in prison, but virtually the same proportion of prisoners who report feeling lonely has been seen across our surveys, and 2025 was almost identical to 2024 with 61% and 60% respectively, so reporting. But what happened then, did prisoners talk to staff about their feelings?

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

The response to question 21 is, as we have noted above, 25% said that they had sought help from staff.

Q.22 Were they able to help?

However, only a quarter (24%) of those prisoners who had confided in staff said that they had been helped, three quarters who had admitted their loneliness responded that they had received no help from staff.

We did not limit the type of staff from whom they sought help, but that should not prevent all departments, the Board believes, from addressing this finding and asking not only if their staff are aware of this issue, but how they might be able to help, even if it is just signposting to sources of such help. This, of course will require an across-the-board approach to ensure that, say, operational staff who recommend seeking help from probation or psychology staff are able to do so from a position of knowledge that such help will be forthcoming. It might also be helpful if some training could be devised for operational staff to give them greater

confidence in discussing this issue, say, within their key-working responsibilities. The Board would so recommend.

Q. 34 Do you trust staff?

'Trust' is a word with many shades of meaning but in this simple question we are seeking a prisoner's own, personal, assessment of whether he can trust staff to be a responsible member of staff, to treat him with respect, decency, consideration and care. In other words, it is a test of what prisoners feel of the trustworthiness of the staff with whom they come into contact. For the most part we believe this refers to operational staff as they are the ones, more than most, who can decide a prisoner's fortune and future.

The clear response is that, as in previous surveys, feelings for and against being able to trust staff are evenly, almost exactly, split 50/50.

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

Unfortunately, a computer glitch in the digital survey meant that the comments in this response were lost.

On reviewing the responses to Q. 45 which asked for suggestions as to how staff/prisoner relationships could be improved, however, we noted that there were many comments which echoed responses to Q. 16 which asked for views on the main feelings about being in Wayland. We would therefore refer readers to these responses as illuminating what was probably said in the themes in the responses which have been lost.

Q.44. Staff relationships good?

Despite the even split revealed by responses to Q.34 the responses to this question asking for prisoners' impressions of general staff relationships at Wayland, the response this year, as in 2024, was that 60% of respondents did think that staff relationships were good.

Q.45 For those who answered 'NO' what did they say?

Of the 40% of respondents who thought staff relations were poor we have identified six themes in their responses. As we have described above, there are definite read-across issues with the views of all respondents as identified in Q.16 above, we therefore suggest that prison management read both Q.16 and Q.45 responses together to get a more comprehensive feel for the issues prisoners have raised.

The six themes in Q.45 responses, with proportions of the 40% who responded, are:

1. Judgemental or dismissive behaviour by staff – 32%
2. A 'them vs us' culture – 27%
3. Inconsistent staff attitudes and support – 15%
4. Poor attitude, lack of respect, and unprofessional conduct – 10%
5. Lack of trust, racism, and discrimination – 8%
6. Lack of time or opportunity for meaningful interaction – 8%

As in responses to Q.16, we have provided a table, below, with a description of the theme and sample quotes.

#	DESCRIPTION	QUOTES
1	Prisoners felt staff were overly judgemental, dismissive, or unhelpful, often reinforcing stigma	"useless" "be more open and stop judging people too much we know we messed up we don't need to be

	rather than offering constructive support.	reminded" "BY ENGAGING MORE"
2	A 'them vs us' culture – 27%	"With some staff you could build a rapport... others are difficult and tend to use the uniform as power!" "There is a them and us attitude at this prison... at other prisons officers... play pool which makes them more approachable" "Staff have their own favourites on the wing"
3	Some staff were seen as approachable, others not. Prisoners described unpredictable support that varied by officer or situation.	"It depends on the wing staff member or situation. Some staff are approachable some just aren't." "They cannot support IPP prisoners without making more barriers to release..." "just are not"
4	Prisoners reported staff using disrespectful language, failing to maintain professionalism, and showing little empathy.	to get an S.I.R FOR HIGH FIVING A MEMBER OF STAFF. HOW SAD IS THAT..." "Respect is a two way thing... I've heard staff say out loud 'what the f**k does he want again' which isn't professional" "Could be better if staff have a better attitude... and not bring their home life stresses into work"
5	Concerns centred on an inability to trust staff, with some alleging discriminatory attitudes and racism.	"trust" "build the trust between them" "the staff can never be trust it they are the most racist group of people that I ever seen."
6	Lack of time or opportunity for meaningful interaction – 8%	Prisoners highlighted the absence of regular keywork sessions and limited chances to speak to staff, leading to unresolved issues. "The staff don't have a lot of time to talk with prisoners... Keywork sessions rarely occur" "I don't talk to police" "Staff don't have time to speak to prisoners"

We have also provided the complete responses in the Appendix

Q.47. Confident that staff can help in a personal crisis?

In some ways this question is a check question on the other questions concerning staff/ prisoner relations to ensure that we are measuring the same feelings with different questions, thus establishing the trustworthiness of the questions in revealing a truth about those relationships. It is therefore useful to know that half of the respondents in the 2025 survey, slightly more than in that of 2024, felt that when the

chips were down in a personal crisis that they could trust staff to help. A sound foundation, the Board suggests, for sustained improvement in the extent and quality of that help, especially through the litmus test of constructive help that should be visible in key-working, the topic on the next three questions.

KEYWORKING

We have positioned the three questions on key working next as they also bear heavily on staff/prisoner relationships.

Q. 32. Do you have a designated key worker?

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

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

Introduction

In the year since our last survey, there has been renewed management effort to improve the quality and not just the frequency of key work sessions but prisoners tell the IMB (and also prison management) that for many prisoners the objective is just to reassure their key worker that all is okay with them. We understand how, for many prisoners, to have these sessions frequently is meaningless for them, but, at least, the system gets a staff member and prisoner together, out of which could, indeed should, come a gradual increase in relationships through the shared purpose that is key working. However, the Board believes that in the pursuit of the metric of frequency, the issue of effectiveness may be largely overlooked, or at least, not emphasised. Of course, however, that presumes that staff have been properly trained in the necessary skills of key-working; unfortunately, we have not seen evidence that that has been the case and would again urge prison management to use staff training opportunities to build those necessary skills across the staff, at all levels.

Q. 32 Do you have a designated key worker?

The board has been frequently assured by prison management that all prisoners, at least following their allocation to their living unit, do have a nominated key worker, not always directly employed on that living unit, but expected to have at least two sessions a month with their caseload of prisoners. The responses to this question suggest that this might not always be the case, as 21% of respondents denied having an allocated key worker. In the survey period the extended induction period had not started so it would seem that either the allocation target had been missed, or the prisoners had not known they had such an allocated key worker (perhaps because they had not had a key work session – see the responses to the next two questions).

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

There is better news in the responses to this question as although 21% said they had never seen their key-worker (which of course ties in with the proportion who denied having one) for those that did have key working sessions, all the responses were more positive in terms of frequency than in the previous two surveys with 34%, by far the highest proportion, reporting that they saw their key-worker 'often'. As we have noted above, such reports as this underscore the need to make those sessions as effective as possible.

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

This is a check question on frequency and responses indicate that the increased frequency has been noted, with 56% reporting that they had seen their key worker in the previous four weeks.

The contact metrics are definitely moving in the right direction, an excellent basis on which to build a staff training programme which will build confidence in staff's skills to manage the sessions, and benefit prisoners by increasing their meaningfulness to their own particular case. We so urge prison management to do.

SAFETY

We have tried to take a holistic approach to gauging safety, including the obvious areas of concern for personal safety, the areas that might indicate more cautious activity or thoughts, and the threat to safety by the easy availability, and the pressure to consume illicit substances.

Q. 5. Did you feel safe on arrival at Wayland?

Q. 6. Do you feel safe NOW?

Q. 17. Do you take daily exercise?

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

Q. 43. Ease of access to hooch or drugs?

Q. 5. Did you feel safe on arrival at Wayland?

Q. 6. Do you feel safe NOW?

Interestingly, the proportion of prisoners who report that they did **not** feel safe on arrival at Wayland is, at 27%, the highest in the last three years when the proportions were 21% in 2023 and 14% in 2024. At first the Board felt that this may have been due to the significant amount of media attention paid in the past months to the dangers in prison life which may have affected perceptions of safety, but perhaps it is more than that. It could be possible that the greater proportion of prisoners for whom this is not their first custodial experience actually knew how challenging being a prisoner actually is in terms of personal safety and so increased the 'fear factor' in the responses to this question. Whatever the origin of this change, however, Q.6 responses are striking in that the numbers reporting that they did not feel safe even after experience of Wayland, did not change. This is identical to the situation previous surveys where prisoners did not feel safer after some months in the prison than they did on arrival. This stability in the 'fear factor' surely demands some deeper investigation, and effective responses by prison management to any drivers of this fear discovered, we so recommend.

Q. 17 Do you take daily exercise?

The purpose of this question is to check on whether the feeling of a lack of safety is related to exercise take up, during which exercise routines could allow prisoners to be approached by predators without the protective effect of close supervision by staff. It is therefore telling that the proportions reporting not taking exercise are closely related to the proportion feeling unsafe after arrival in each of the last three years. Although the result cannot tell us more, at least this situation could be a ready starting question for a key working session if such behaviour has been noted with a prisoner.

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

We were surprised at the shockingly high change in the increase of the number of respondents who said they trusted no other prisoner in Wayland. Approximately 25% of prisoners had said they trusted no-one in 2023 and 2024. This year that number had doubled to 50% of respondents. There was also a significant reduction in the number who trusted 'one, two, or a few' other prisoners, from an average of around 40% of respondents previously to less than 25% now. If our 25% respondents are typical of the rest of the prison's inhabitants, statistically, then three-quarters of the prison's population now must be, in effect, constantly on the lookout for trouble.

The Board is unwilling to speculate on the reasons for this significant reduction in general trust, but it is almost impossible to believe that it represents a statistical anomaly this year against a broadly stable situation over the previous four years and should therefore, the Board believes, be taken as a serious call for attention to this significant reduction in interpersonal trust in what is often called the 'Wayland community'. A community in which about 75% of survey respondents say they trust either no-one or a vanishingly few others is a community in name only, with all that implies for mutual cooperation, interpersonal help and concern, and fellow-feeling, all markers of a thriving community, the absence of which

makes every management attempt at improving the life of a community so much more difficult.

The only recommendation which the Board believes it can make in response to these results is to ask senior and operational management to take note of them, and look for ways of rebuilding a sense of community amongst all prisoners in decision-making arenas where and when managerial impacts on the community are under review.

Q. 43 Ease of access to hooch or drugs?

It is a possibility that the ease of access to hooch and drugs impacts on feelings of safety, both in terms of prisoners who are at risk of being coerced into taking illicit substances, and also from the pervasive undercurrent of fear that the unknown effects of intoxication may have on the previously acceptable behaviour of others. With 58% of respondents reporting that drugs and hooch are easily obtainable in Wayland it would not be surprising that a well-founded fear of the potential violence and of the predation opportunities generated by such a prolific supply are of concern to a significant sector of the prison's population. The Board understands that the prison's own investigations have reported similar levels of perceived levels of availability of powerful intoxicants and daily briefings have regularly demonstrated the consequences. It is likely, therefore, that the corrosive effect of the availability of such intoxicants noted in this set of questions corrupts more than those directly affected or involved.

PREPARATION FOR, AND LIFE CHANCES AFTER, RELEASE

Q. 16. In YOUR opinion what is your main feeling about being in Wayland?

Q. 18. Do you have visits from family or friends?

Q. 42. Reason for less than one visit per month (cost-distance-lack of transport)?

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

Q. 36. Do you have trouble reading/writing?

Q. 37. If 'yes' to Q.36 are you being offered enough help with reading/writing?

Q. 46. Is your sentence plan useful to you?

Q. 16 In YOUR opinion what is your main feeling about being in Wayland? There is neither space, nor would it be appropriate, to simply repeat the almost two hundred responses to this question in the body of this commentary, but we have provided these as separate pages as collated by Wayland Digital in the appendix.

We have identified seven themes from the responses, which we believe are:

1. Dull, depressing environment
2. Inconsistent and unhelpful staff information
3. Neutral, or mildly positive views
4. Mixed positive and suggestions for improvement
5. Poor regime and harsh conditions
6. Low morale and hostile environment, and
7. Overly-restrictive rules for a category C prison

We give below a table with a general description of what each theme is and some sample quotes from responses

#	Description	Quotes
1	Comments about the prison being grey, lifeless, or lacking positive atmosphere	"Grey – unorganised - inconsistent. The constant roll checks are more than often incorrect yet it isn't seen as being problematic. Also the only way to get anything done is to

		shout about it. The quiet babies always get fed last at Wayland.”
2	Frustration with conflicting answers, delays in processes and perceived lack of care from officers.	“You have to really get onto officers to get things sorted — for instance, OMU appointments! It has taken me nearly two months just to get a first meeting with my OMU officer. I had to keep asking staff to chase it and even they got fed up.” “You could ask five officers the same question and get five conflicting statements — it seems if they don’t know, or just don’t want to help”
3	Minimal feedback reflecting a neutral or mildly content outlook	“ok jail, some staff are helpful” “ok it’s just another jail”
4	Acknowledges positive aspects but sees significant room for development	“It’s not very good.” “It’s a good training prison but it does need a few improvements.” “I feel that Wayland is a very progressive prison. my experience here has been a positive one apart from my dealings with OMU which has been entirely negative.”
5	Concerns about restricted time out of cell, low pay for work	“Well you gotta ride your bang up -no time out of cell.” “We are forced to work or we are placed on basic — essentially we don’t get a say in the matter. We work for a pittance of a pay. We are modern day slaves.” “HMP Wayland is poorly run. Association mostly gets cancelled due to staff shortage. Healthcare stop your prescribed medication which effects your mental health. Trying to see OMU is always answered with we are busy and have a big case load.”
6	Dissatisfaction with staff conduct, lockdown practices, and perceived inequities between wings.	“Shit night staff, main staff untrained, always on lockdown and each wing gets treated differently. Some can play pool when out and some are withheld from getting pool balls and cues.” “SHIT” “is it not safe enough people don’t get protected enough i have seen officers allow people to get bullied and got punished for talking out. People get caught with things and nothing happens but then people get blocked for intel even if not found with”
7	Feels more like a higher-security Category B prison with excessive restrictions and distrust	“Wayland is not up to other C-Cat standards. Roll not correct on a daily basis. Being kept on basic after being dismissed in adjudication — spending a week down the block on basic without even a nicking or adjudication and more. I have a fan, DVD player, and CD player. The reception [is] not giving [them] to me because [it] is a hard drive — despite in Cat B prison I have had the same items in my possession.”

The first thought that some may have when reading the above may, unfortunately, be *‘Prisoners would say that wouldn’t they?’* But a better approach could be that of assuming that there is more than a kernel of truth in what is being said. If so, how can those kernels be addressed?

As with the responses to Q. 45 above, we respectfully suggest that it could be valuable to read both these questions together.

Q. 18 Do you have visits from family or friends?

We have now observed a steady, and very significant drop in the number of prisoners who state that they do have visits from families and friends. In 2023 it was 70%, in 2024 it had dropped to 57%, while this year it has dropped further, to 43%, a more than 60% drop in three years. Since the prison has steadily increased the pleasantness of the surroundings, and the facilities available for visits and families, such as the creation of a prisoner-staffed

Barista as well as increasing the opportunities for such visits, it is surprising that visitation numbers have dropped so significantly in such a short time. The responses to the next question appear to give a solid reason for this.

Q. 42 Reason for less than one visit per month (cost-distance-lack of transport)?

The table of responses for 2023, 2024, and 2025 surveys gives the extent of the problem

<i>SURVEY YEAR</i>	<i>COST</i>	<i>DISTANCE</i>	<i>LACK TRANSPORT</i>
2024	23%	60%	17%
2025	17%	73%	10%

With 73% giving distance for the reason, even where the lack of transport is not as big a reason as for last year's respondents, underlines the fact that the impossibility of providing custodial facilities in the numbers required, and that means, for the vast majority of prisoners, London, such prisoners and their families are suffering the pain of separation inordinately highly. This situation does give extra weight to proposals that either give longer for visits or additional facilities such as remote visiting. The Board would encourage such further initiatives.

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

The responses to this question illustrate a consistent improvement in the feelings of prisoners that staff are helping them deal with the personal problems that life after release will bring, from just 4% in 2023, 17% in 2024 to 24% in 2025. The Board believes that the main driver for this is the change over the past two years in the organisation of prisoners' preparation for release in at least the last twelve weeks of sentence to ensure as far as may be that employment, accommodation, and the practical help with financial issues such as bank accounts and access to Universal Credit are not just planned for but actively prepared for through the employment hub contact with prospective employers. Other, softer initiatives, such as Story Book Dads videos must also assist prisoners' personal involvement and return to family life after release. Nevertheless, it is still the case that three quarters of the respondents said that staff were not seen as helping with the post-release life. There is clearly still a mountain to climb and it is the Board's view that the only way to affect real change is to ensure that staff assistance to prisoners in their lives outside prison must start in their earliest days at Wayland, as part of the induction vision.

Q. 36. Do you have trouble reading/writing?

It is a truth well-known that lack of literacy is frequently a causative factor in social issues, exclusion from many employments, and amongst the most causative factors in the rates of increased reoffending.

It is therefore another welcome finding that the change from 2024 to that of 2025 is dramatic, from 37% who admitted difficulty to just 12% doing so this year. Although some of the improvement may be due to a slightly younger cohort coming through who may have received a measurably better educational input than other, older, prisoners may have done, it is still likely that the renewed interest in literacy, the emphasis on improving basic educational skills, the employment of a reading skills lead within education and the steady work of the Shannon Trust and its prisoner mentors has had a measurably positive effect. The Board now looks forward to a reduction from the 12% represented this year in our survey in 2026.

Q. 37. If 'yes' to Q.36 are you being offered enough help with reading/writing?

The Board was so appalled at last year's findings that over a third of Wayland's prisoners admitted difficulty in reading and writing and that only 23% said that they had been offered help with both that we quoted Ofsted's report:

“Reading education is not given sufficient priority in the prison regime.

We found that:

- *reading is not a distinct part of the core education offer*
- *leaders focused on qualifications that were not suitable for half of the prison population*
- *early reading provision in prisons relies heavily on voluntary organisations to deliver it*
- *assessments for identifying prisoners’ specific learning needs and gaps in reading knowledge were inappropriate*
- *leaders do not have effective systems to identify and address prisoners’ reading needs”*

The Board concluded, then, that: the prison’s management should read, and respond to these views and our survey findings. The Board is therefore pleased to report that the prison’s literacy-encouragement efforts have resulted in a more than doubled percentage of prisoners who reported that they had received the requested help in gaining, or improving, those skills. The 2025 proportion who reported receiving such help has now risen to more than double 2024’s figure, to 57%, and although that means 43% of those who do have difficulty and have asked for help still do not believe they have received that help the improvement does reflect on the consistent effort and practical initiatives that have resulted in this welcome increase in perceived help. The ‘hard yards’ of the remaining 43%, we trust, will be further eroded in the coming year despite the unwelcome reduction in teaching hours for education seemingly planned for in the new educational contracts.

THE FINAL QUESTIONS

As we noted at the start of this commentary, the questions in this final set cover:

- Property
- Healthcare
- Complaints
- The social regime

PROPERTY

Q. 3. Did all property get to you within two weeks?

Q. 4. If not, is there still property missing?

Q. 3. Did all property get to you within two weeks?

The improvement in last year’s survey when we reported that 66% of prisoners received their property within two weeks of arrival, double the proportion in 2023, has been repeated again this year with 65% reporting property being received within two weeks. We applaud Wayland’s turning this figure round, which we believe is due more to the efforts of the prison’s reception staff in managing received property than to those of the escorting contractor, which has maintained its contractual stance (for the most part) on the amount of property carried on transfer.

Q. 4. If not, is there still property missing?

This response has significantly changed from the 2023 figure of 66% who then still not had their property in the two weeks after transfer to 29% still awaiting it in 2025. We believe (from our other IMB activity in responding to prisoners’ complaints to the IMB about the failure of the previous prison to post on property still held in that prison) that this is mostly due to sending prison’s failures and not local management’s inability to process property quickly enough. At the time of writing this commentary, the Prison Ombudsman has written to the Prison Service seeking their views on several property management improvement

proposals, all of which the Wayland Board has previously discussed with Wayland management and many of which are now current objectives within Wayland.

HEALTHCARE

Q. 9. Satisfactory response to healthcare complaints

Q. 24. Ease of making a healthcare appointment with:

- **Dentist**
- **GP**
- **Nurse practitioner**
- **Mental health**

Q. 9. Satisfactory response to healthcare complaints

The result for 2025 shows a significant improvement from the very low satisfaction responses of 29% in 2023 and 30% in 2024. The 2025 responses to this question reveal that half of all healthcare complaints (51%) were judged satisfactory which demonstrates the success of the healthcare leaders in forging a more responsive response to complaints than had been the case in the past. Nevertheless, the detailed responses by prisoners in explanation of their scoring still shows that there is much more work for the Wayland healthcare contract to do.

We have identified the following response themes from those prisoners who reported that they had made at least one healthcare complaint, but we have not included details as many of the responses included identifiable descriptions of the medical issue being complained of.

The five most frequently mentioned themes were:

- A general lack of either a quick or a clear and satisfactory response
- An unwillingness among many healthcare staff to see the person before them as a patient rather than as a prisoner, making judgements based on the latter rather than the former class
- The appointments system not managed well by either healthcare or operational staff
- Not truthful to prisoners, especially about stopping medication
- Not following medical treatment decisions made either by another prison healthcare staff or by outside hospital staff

Additionally, a significant minority claimed to be taking legal action against the contractor, or intending to do so.

Coupled with the approximately even split between positive and negative views about healthcare complaints which we have identified above, the Board would like to suggest that Practice Plus seriously consider running a survey of their own amongst prisoners to test for themselves the themes we have bulleted above, and also, as a response to the themes we have identified, to consider providing a clear confirmation of the diagnosis made and treatment to be provided after a consultation so the prisoner has something tangible to review and not just his memory of what the consultation concluded and why.

Q. 24. Responses to healthcare requests for appointments

Returning to the improvement in satisfaction rate with healthcare complaints we have noted, we anticipated a further improvement in the ease of making medical appointments within the various healthcare specialisms.

Unfortunately, the table below compares 2025 findings with previous years, and shows that has not been the case. It is therefore a matter of regret that we publish the results.

SPECIALISM / RATING YEAR	EASY 2025	EAS Y 2024	EAS Y 2023	OK 2025	OK 2024	OK 2023	DIFF 2025	DIFFICUL T 2024	DIFFI C 2023
DENTIST	18%	31%	17%	37%	40%	34%	45%	29%	48%
GP	18%	29%	20%	43%	54%	48%	39%	17%	31%
NURSE PRACTITIONE R	25%	40%	32%	46%	54%	39%	29%	6%	28%
MENTAL HEALTH	16%	23%	17%	45%	55%	46%	39%	22%	37%

An examination of the various years' returns show that the current expectations of contact between prisoners and healthcare professionalisms have returned, largely, to the figures reported two years ago, which is disappointing, both in terms of patient care and in contrast to the other improvement noted in response to complaints.

The Board would encourage the healthcare contractor, Practice Plus, to consider these findings, perhaps carry out their own assessments of the situation, and take such action as required to at least return these metrics onto an improving path.

GENERAL PRISON COMPLAINTS SYSTEM

As with all customer experience matrices outside the closed custodial world, speed of response is often the most cited dissatisfaction, second only perhaps to a resolution completely satisfactory to the complainant. Within the custodial world both these matrices are even more important. What, then, did this year's survey reveal?

Q. 11. In YOUR experience are:

(a) **Comp 1s**

(b) **Comp 1As**

(c) **IMBs applications**

Responded to quickly, slowly, or very slowly

A glance at the comparison figures provided in the table below tells either a similar or an improving story with a few outliers. The Board is not able to tell from these figures, however, whether at least some of the 'slow and very slow' ratings were due to the challenge the complaints team experience in trying to get other prisons to respond, not just quickly but even to their mandated timeframes, or to an improvable local tardiness.

Perhaps the most encouraging observation is that the 'very slowly' ratings have reduced significantly since the 2024 ratings, and are still an improvement on the 2023 figures. However, there is obviously more work to be done to improve what the Board sees as a reasonable test of customer satisfaction with this key component of the prison's relationship with its prisoners.

RATING	QUICKLY			SLOWLY			VERY SLOWLY		
COMPLAINT/YEA R	202 3	2024	2025	2023	2024	2025	202 3	2024	2025
COMP 1	14%	24%	28%	54%	29%	49%	32 %	48%	23%
COMP 1A	13%	26%	47%	54%	26%	37%	34 %	48%	37%
IMB APPLICATION	52%	43%	41%	29%	37%	45%	17 %	19%	14%

Q. 12. In general, do you think Comp1s and 1As are dealt with fairly?

It is gratifying to see that the prison management's efforts over the past year on improving the quality of the responsiveness of staff responding to Comp 1s and 1As has paid off by the significantly improved ratings given to this question this year.

A 20% prisoner satisfaction rating in 2024 has improved to a 35% satisfaction with Comp1's and 1A's outcome in 2025. But that still leaves a large percentage who do not see the system as fair. The Board hopes that the emphasis on the quality of responses to complaints will be continued, perhaps with targeted training and bring with it a continued improvement of prisoner feelings of fairness.

THE SOCIAL REGIME

The final three questions cover the prisoner forums, the food at Wayland, and the access to the library.

Q. 23. Do you think the prisoner forums are helpful?

Q. 25. Are prison communications effective about regime matters?

Q. 38. Have you been able to get to the library as often as you would like?

Q. 39. How good is the food at Wayland?

Q. 23. Do you think the prisoner forums are helpful?

The increase in positive prisoner responses to the usefulness of the prisoner forums we have noted over the past few years has continued, to the point where they have been given an almost 50% approval rating. The Board is aware that more selective prisoner forums are planned and it hopes that they will also increase prisoner positivity towards all forums.

Q. 25. Are prison communications effective about regime matters?

Forums are not of course the only means of communication about regime matters, digital notices and other information, notice boards in units, are other examples. The positive responses towards this question have crept up over the last three years from 31%, to 37%, and now, 40%. But this seems a very low figure to accept the current management of the need to communicate meaningfully with prisoners. The Board wonders whether a lead from the commercial world, of pop-up reminders could be added to the digital system to spark further attention.

Q. 38. Have you been able to get to the library as often as you would like?

Unfortunately, despite the new librarian's enthusiasm and initiatives which have seen interest in the library increase in the past year, this has not been reflected in the ease of getting to it. In 2024 71% said they could get to it as often as they liked, this year the figure had dropped to 62%. The Board would bring this reduction to the prison management's notice and for it to consider finding out perhaps why the fall should be so marked and seek to reverse it should operational changes be the reason.

Q. 39. How good is the food at Wayland?

It is unfortunate that the operations of the two kitchens have been severely hampered by equipment and building failure during the past year and perhaps this is because the responses in 2025 are skewed in a negative direction from those of the previous year, as the table below illustrates.

PERCEIVED QUALITY OF FOOD

YEAR	GOOD	OK	POOR
2024	11%	46%	43%
2025	8%	36%	56%

The Board understands the frustration of catering staff in having to provide nearly 1,000 prisoners with their meals each day in sub-optimal circumstances. At the time of writing the two kitchens are back in operation, and we trust that this will be reflected in more positive responses hereafter. The victualling allowance has increased but, in the Board's view does not match the need or reflect the inflation of food prices seen recently and likely to be maintained. At the very least we would suggest that the Prison Service set a victualling allowance at the start of each year, and then arrange that this be automatically increased on a monthly basis as required by food cost inflation data. At least that would allow some degree of predictability in menu planning and delivery.

CONCLUDING REMARKS

We have compared the responses from respondents in this current survey with those of previous years in a number of our comments, and we are pleased that the movement in many of them, especially those that bear of the core prisoner/staff relationship, is in a positive direction. In some areas the positive increase has been small, in others a demonstration of a more dramatic improvement. But there have also been some areas, for example healthcare, and in the issue of trust within the Wayland community, where the movement has been, disappointingly, in a negative direction. We hope that prison management can see where the improvement has been made and determine to continue that improvement rather than believe that the 'hard yards' have been done and relax their rewarded efforts.

And on the other side of the equation, to take note of where there has been no, or even negative, movement in response ratings to, first, confirm from their own feedback that we have exposed a proper concern, then, identify what needs to be done to either return the metric to a positive one or to kick start a sluggish change for the better.

The Board is grateful to the prison for facilitating the digitisation of this survey, for the first time, and to the 188 prisoners who responded for their willingness to respond and to do so in a responsible way – there were no 'spoiled returns'.

The Independent Monitoring Board of HMP Wayland

Commentary ends - freeform responses to Q. 16 and Q. 45 follows

Note to readers: As this survey asked for freeform responses to a small number of questions, it should be accepted that they are the unvarnished thoughts of the respondents themselves. Therefore, we have not commented upon them, but provide them as the raw words of those for whom there are daily frustrations which are the source of at least some of the responses expressed. We ask that they are treated exactly as that, a vox populi from the prisoner street, to add to the other voices swirling around about what prisons are or should be for, but these are the comments of some of those who experience prison frustrations on a daily basis, many for years. Because we have not censored any of the comments, we must warn readers that there are a few statements which they might find upsetting, but please bear in mind that even such statements are seen in official prison or IMB complaints by prisoners and, if they are made that way, are properly investigated.

APPENDIX

This appendix provides the full text of the freeform responses to questions 16 and 45

QUESTION 16 - In YOUR opinion what is your main feeling about being in Wayland?

You have to really get onto officers to get things sorted for instance OMU appointments! it is taken me nearly 2 months just to get a 1st meeting with my omu officer. I had to keep asking staff to chase it and even they got fed up.

you could ask 5 officers the same question and get 5 conflicting statements it seems if they dont know or just dont want to help

Worst prison in the country

well you gotta ride your bang up :) no time out of cell

We are forced to work or we are placed on basic

wayland prison is run down understaffed and they use inmates as another form for modern day slavery wages do not improve when canteen prices go up as outside prices

Wayland is not up to other C-Cat standards Roll not correct on a daily basis. being kept on basic after being dismissed in adjudication spending a week down the block on basic without even a knicking or adjudication and more.

WAYLAND IS CLEAN AND PLEASANT AND PROBABLY ONE OF THE BEST PRISONS

wayland is a dumping ground with no hope of progression for most of us once the staff have got you in their sights you are a target for them to take their frustrations out on

Wages are terrible other jails pay more foods minimal compared to all other jails I have been in no level 2 opportunities in construction staff have no compassion and the healthcare here is diabolical don't feel like a human being

Very unorganised

Need to pick the wing rep more carefully

very boring

unsafe

Unorganised and inconsistent. The constant roll checks are more than often incorrect yet it isn't seen as being problematic. Also the only way to get anything done is to shout about it. The quiet babies always get fed last at wayland.

unhappy as so far away from family for them to visit

Undecided

To test my ability and put me in a devastated position on top of the sentence given to me. I wasn't setup with the right care in custody throughout my time in prison.

Times goes fast

This prison is very on top of things! My last prison (HMP Peterborough) completely drops the ball regarding everything! Mainly coz they are a private prison (Sodexo) and they only care about their money!! HMP Wayland does very well about everything

this move was not a progressive move and of no benefit

this is the worst jail i have been to. as a lifer/ipp we have to beg and be grateful for little things that we have had as standard in all other jails. there are too many chiefs and too few experienced indians it needs to move into the 21st century.

this is one of the worst prisons ive been in so far the wing staff do no care about your health and well being and do not like to listen to you or consider you as an individual just another prisoner

This is my first prison experience and i honestly cant fault it. the prison is clean the staff are nice the WING is clean and nice the food is better than i expected. i have nothing negative to say

This Category C prison is run like a Category B prison most weekends are lockdown and its never consistent with when and why. The lunch food is terrible most days I eat cheese sandwich's and an apple. Only get association on weekend.

They are totally different to any prison very unique. The only prison that runs without the PSI Rules and regulations. Made in Wayland prison rules in this place

There is too much bureaucracy. Nothing gets done quickly but there is a process in place which therefore means nothing will change. If I used this way I would be seen as not a model prisoner.

there is too much bang up and not enough gym and not enough wing jobs the wing library is rubbish and never open the wing kitchen needs more equipment and all the showers on the wing need fixing and updating and there is not a gym room on D wing

There is nothing in here for you to progress to the next step

there is alot of gaslighting by governors with no always being someone else's answer the only time a governor here makes a decision is if they are taking something from you.

There is a lack of care staff have a none caring attitude

the staff are rude not helpful and they favour the snitches and sex offenders over normal prisoners its because the sex offenders and snitches get better treatment because they give intel on other prisoners and they favour that

the staff and the governors treat ethnic groups (black and Asian) bad because the colour of our skin the white people get away with far more and get less punishment

The roll count is ridiculous and bang up on weekends with no warning gym sessions only confirmed last minute on weekends depending on staff the prison has some positives but the simple things need to be consistently correct to keep us all happy

the prison officers are racist and this prison not given us our property. i have a fan dvd player and cd player. the reception not given to me because is harddrive despite in cat B prison i have had the same items in my possession.

the old side of wayland is dirty the staff are sometimeish and rude the dinner hall on b-wing and a-wing need major repairs health care is a hit and miss the roll is never right in there's not enough gym neither is there enough time out of your cell

The food here is very bad they dont care about what we eat health care dont provide over the counter meds (flu meds) No one has a clue if the door will open in the mornings and there is very bad communication here

The food here is of a very poor standard and the portion sizes are way too small

The feel of wayland is like its the end of the road not i a good way. drug use is prevelant and the wings are dingy dark and dirty. it takes ages to get anything done and it seems as though if something makes sense the prison will do the opposite

the drugs are non existent apart from spice this reduces the level of violence within the jail being no drugs

that it is run very stupidly

stuck with no progression

stress

staff CANNOT count the prisoners we go into standfast on an almost daily basis. the food is barely edible. There is a culture of sadistic staff treating prisoners derogatorily as miscreants looking out for any opportunity to punish people.

Slow to gain work

Slow and nothing is done on time.

Since arriving here my overall progression severely hindered by unjust negative warnings driven by discrimination IEP downgrade to basic from Enhance and delaying IEP review by blackmailing me to stop complaining further.

shithole wish i never had to come here nothing has changed from last here . 6 months ago i was happy and healthy and looking foward to getting things done and finishing my sentence got here and its like a death camp no food its worst i been in .

shit night staff untrained always on lockdown and each wing gets treated differently some can play pool when out and some are withheld from getting pool balls and cues

SHIT

SHIT

rubbish because im over 5 hours away from home so dont get visits and wayland are not transferring me closer to home

roll is never correct and constantly being released from work late

Reception and reception staff seems to be where the majority of where problems lay from the minute you land in Wayland to as I'm experiencing now trying to sort my stored prop ready for release.

Progression is non existent as you cannot complete your sentence plan with programmes until you are coming up for release so for someone like me I am stuck and cant progress no matter how well I do here. you are just trapped until programmes decide.

People are being put on programmes when it's not even on their sentence plan so taking away spaces for people that do stopping them progressing to D CAT. Only people in last year to release which contradicts the whole purpose of D CAT facilities.

ON MORNING UNLOCK THE STAFF SHOULD TELL YOU WHAT ACTIVITY YOU HAVE IN CASE LAPTOPS NOT BEEN CHECKED OR UPDATED I RECIEVED AN IEP THE OTHER DAY AND I WAS UNAWARE THAT I HAD GYM INDUCTION WHEN I WAS UNLOCKED

ok jail some staff are helpful

ok

Ok

ok

ok

OK

ok health care medz should be given in the morning id.t.s at 8 a.m so people coming off methodone and subutex don't have to feel like shit every morning puts you in a bad mood straight away.and then the roll cheaks dont come in at 11 a.m so you have

nothing to say

Nothing gets done here the staff dont what to help everything seems to much trouble and they lie to your face .get IEPs for nothing.

nothing

NOT TREATED FAIRLY

not happy as too far from homewas not issued prop which i had in possession in last prison and security moved here and not given a right to present case

not enough course training

not been here long enough as of yet only been a week

not bad but people shouldnt be turned away on visits when they have incorrect clothing on and have 15 different medical conditions and do not drive in my partners case told to walk for half hour to tesco with a dysfunctional hip and ibs.

none

nohing

No strong feelings either way

Needs more activity time outside of cell. Average has been about 1 hour

na

na

n/a

n/a

more support from management for both staff and inmates.

MILES FROM HOME NO VISITS

Metric

lack of care

k

JUST ANOTHER JAIL

iv been to many prison and this is one one the worsted. OMU is terrible. they don't come and see prisoners. iv not even seen mine. holed ups with reviews left just guessing. when you might get a review. how can you progress if you dont even know wh

Iv been to all different jails over many years and wayland is the worst in all expects

its very far from my family and friends.

im desperate to get onto education courses and im still waiting.

its run to much like a cat b prison they do not trust us enough we are nearly at the end of all the category in the prison system and it feels bad how they run the jail

its ran like a b cat the regime should be more relaxed

It's ok. Roll is wrong far too often. Changes to the regime due to staff shortages are damaging. Timekeeping needs work - eg inmates should be let out at 13:45 so visits start at 14:00. Some officers don't seem to realise the importance of visits.

it's ok calm

It's ok

its ok

it's not very good

its not to bad here at Wayland

its not progressional at all always focusing on the negatives rather than helping u with positives
 it's not a fair prison and the staff here such as CM's and SO's target people and make up false intelligence about prisoners such as myself and others the regime is poor and doesn't meet other C-cat establishments criteria the pay is ridiculously low
 its more a b cat than a c cat
 its got all theses course in the booklet but cant get on any of them
 its good but the ragim is running like a b-cat
 Its contradictory at every turn there is no transparency here staff band together in order to get a good review or what it looks like on paper its a training d-cat establishment run like a cat b and staff are very judgemental besides the FEW
 its a good training prison but it does need a few improvements
 its a Good prison but feels like I'm in a remand prison benefits are worse when it comes to spends the regime js messed up it should be social then last 10/15 should be collect food then lock up we're at a loss when staff are off or away
 its a good decent prison
 It's a fair place.
 its a dumping ground that is stuck in the stone ages full of racist and discriminatory staff that have never left the countryside so have no understanding of diversity full of cover ups and corruption supported by their friend the governors
 its a different experience than other jails i been to
 I think wayland is a good prison
 it lacks in staff and allways locked up the prison has been left behind with the times
 it is what it is
 It is supposed to be a CAT C prison yet if you work or are in education you cannot provide for yourself therefore putting you in the position to be either begging or borrowing! Its not fair or right! Mandatory £0.50 are included in pay which is wrong
 It is shit hear
 It is okay there are some things they could do better but it is not the worst prison in the world
 it is not set up for someone with a disability and the omu depart is useless it might as well be none existent as the progress you make with them is nothing they don't help all they do is hinder your progress and the paper work isn't even filled out
 It is more like a Cat B prison. nothing like a c cat
 it is miles from my home town of kent
 It is easy to to get on with life in Wayland there is a fair amount of courses to get on with and a fair amount of gym if you work off the wing and are enhanced. I feel I am treated very well by staff on the wing as well as at education.
 it is called stay land for IPPs and they don't help IPP where here to rot
 it is better than peterborough but generally the majority of officers just pass the buck if asked to do something. but a few are proactive. OMU are particularly bad at responding with email which takes weeks to get a reply and appts very rare.
 It can be very depressing but progressive at the same time
 it an orite prison but i am too far away from home so dont get visits. wages are rubbish. waiting for my parole if i dont get it im moving to a resettlement prison closer to home
 is it not safe enough people don't get protected enough i have seen officers allow people to get bullied and got punished for talking out. People get caught with things and nothing happens but then people get blocked for intel even if not found with
 io
 iits ok i guess
 iii
 idk
 I'm far from home and I can not get visits. I haven't seen my family in 2 years. I have been accepted to Rochester 18 months ago and I'm still stuck here.
 This prison isn't run correctly and makes everything hard work.

i think this prison is a very good prison and i feel very safe hear and i feel there is a good variety of work in this prison to suit every prisoner and every need and i feel that Kevin Clark the No-1 is doing a very good job M Plummer

I think the prison is more like a B cat then a C cat prison for example we cannot have hard drives for xboxes even though they only have the capacity for game storage and music there is hardly any association we are locked down most weekends too

I think it is a decent prison. It has been the only prison that has allowed me to get qualifications I will take with me when I leave.

i really like tis prison food good calm place prison officers competent also clean but mostly i like the courses but its a shame they stop all diploma level 2 course

i like this prison

i have been to many prisons this prison is different due to they choose what wings you must go to which is very unfair and me being a enhance prisoner i was put on a normal wing and i was unable to adjust due to my cell mate not sleeping

I have been able to talk to staff here more than other prisons because here gives u chance to vent then express my feelings due to the staff here are better but I am miles away from home so visits are hard but hoping that I can move closer to home

I FEEL UNSAFE ALL THE TIME.

i feel uneasy the way the govs deal with prisoners

I feel that Wayland is a very progressive prison. my experience here has been a positive one apart from my dealings with OMU which has been entirely negative.

I feel that wayland does not appreciate peoples needs and belongings. I know of a large amount of people who do not have most of their property due to wayland's "rules" even though most of us had this property in other A B and C cat establishments

i feel stuck here

I dont think its bad.. Just really hard to get to the hospital when your in pain i feel like you have to be knocking on deaths door before they actually decide to take you.. I feel like no one believes me what im going through quite a few others too

i dont mind it as i also no that its a security jail.

I DONT LIKE

i dont know

I do not feel safe at times there is a gang culture and threats of violence.

I chose to come here I had 3 jails I could decide from I had this opportunity as I am a listener I thought wayland would be Good progression for me to get to dcat but soon found out I would later regretthis decision as omustill haven't done my oasys

I can take responsibility for all I do and encouraged to do so.

I am here because I have to be not because I want to be.

I am happy at the moment with things and ive got some qulifications that will help me on my release

HUNGARY

HMP Wayland is poorly run. Association mostly gets cancelled due to staff shortage. Healthcare stop your prescribed medication which effects your mental health. Trying to see OMU is always answered with we are busy and have a big case load.

hi

happy as i can do the course cscs forklift and bricklaying

grey

Good ptison

good prison

Good

good

good

good

gn

Getting bullied

Getting anything sorted out in here is painful. Reception is hard work. Doctor was insulting and getting to D wing for CD is ridiculous. This is run like a cat B jail!

Generally good apart from mail service which is bad.

FINE

FEEL OK

Easy to get in trouble negative or nicking but hard to get enhanced or positives.

e

DRAINING due to officers are lazy about helping and just tell you what you want to hear

Discrimination towards Disabled prisoners whilst DIRFS are investigated nothing is done to sort the issue D&I Lead is awful and so is Healthcare to many Cancelled Appointments the IEP system is inappropriately used for Negatives Wing Gov never around

Carm time goes quick plenty of work opportunities nice people.

can be A lot more productive " if not at work still out the Cell

boredom no rehabilitation

Better run than Norwich or Peterborough.

Best jail I've been to. Pro: shower in cell privacy lock gym equipment library courses available chaplaincy workshops/activities visits hall yard equipment & pool tables. Cons: Food could be better & exercise times could be better accommodated

being on j-wing easy people and easy way to get on with life without dramas or bullying

Being Asking To Move Wing And Getting Know where

Bad for progress - dont treat you like an individual and a LOT of favouritism towards certain prisoners throughout the prison

bad

anxious due to under trained staff

ANXIETY

Absolute horrendous & I've been here before so can notice the decline but the positive is the staff which makes this place enduring the environment routine etc is horrible but because the staff are good you put up with it

A lack of incentives for those who are well behaved

A DUMP

1) Still being run as a high security C--Cat prison. 2) Departments do not communicate with each other. 3) OMU very very slow in replying to apps. 4) food choice and quality very poor

QUESTION 45 - For those who answered 'NO' to Q44 (Are Staff relationships good?) what did they say?

With some staff you could build a rapport with others are difficult and tend to use the uniform as power!

useless

TT

trust

trust

to get an S.I.R FOR HIGH FIVING A MEMBER OF STAFF. HOW SAD IS THAT. SO THE PRISON DOESN'T WANT TO HAVE A RAPPOUR WITH PRISONERS SAD REALLY

they just look at us as criminals and dont think we can change

they dont care about people its just a paycheck to them and we are just a number to them

they can not support IPP prisoners without making more barriers to release I.E mental health putting everything down to mental health when your just trying to stay out the way and stay away from negative influences and other prisoner doing wrong

they are evil human beings

they are either broken because the people in prison hate govts or they are sometimes way to friendly

there is a them and us attuned at this prison. at other prisons officers will get invold with discussions and even play pool which makes them more approachable which works both ways when there is a problem

The staff dont have alot of time to talk with prisoners Keywork sessions Rarely occur problems mount up for prisoners an issue wont be resolved and another issue will come up causing frustration for prisoners

the staff can never be trust it they are the most Racist group of people that i ever seen.

the staff are to busy and be grudge doing things like opening doors when we get back from work how dare we knock on the office thats even if you can find them

the attitude of the male officers needs to be adjusted respect is a two way thing give everybody that little bit of compassion as we all have problems i've heard staff say out loud "what the f**k dose he want again" which isnt professional

Stop favouring Asian and black prisoner stop letting the drug dealer sell drugs they know who they are

Stop discrimination and employ people from different ethnic background

staff treat all prisoners as one and think they are all the same and also move like all officers are in one gang the same gang.

Staff seem to pretend to be helpful and say we will do this or that but it gets forgotten about. I have been trying to get closer to family for the last 8 months and had one reply no other staff have been helpful or followed up with options

staff need to have better people skills

Staff have there own favourites on the wing

Staff dont have time to speak to prisoners

staff do not care about prisoners and do not treat you like human beings they have no general care for the prisoners they care more about there lunch breaks and going home

staff being more transparent and caring realising that its not just about locking doors and making derogatory comments

staff are out of touch with the reality that this is where we live and they just work here they are disgruntled and take out their insecurities about their miserable home lives out on us daily cos we are prisoners they are the real scum

Staff are often to busy to help prisoners I have had constant issues with discrimination for many months which has resulted in me being put on basic through no fault of my own

staff are always looking to give ieps and negatives for petty nonsense and to make things as difficult as possible and to provoke people instead of helping to make life easier the staff here should all have to spend time in b cats before c cat

Spend more time trying to understand others before judging

some staff think they are better then us or are just rude and lie to us

some of them don't care about you an what's going on with u.

should be more than just yes/no

some officers are not interested in you while others take the time to discuss

see things from a prisoners point of view sometimes the head space staff come in to work is like there here to make my time harder than it is already

rr

prisoner and prisoner relationship are better between our self than staff and prisoner

people are put on wings they do not want to be on it is hard to move around this prison and old build is better then new build

Only a few officers listen to you majority of S/O's are out to stitch you up and the wing guvnors don't even look at us let alone communicate

no communication from staff

never trust no one who aint family

na

na

na

N/A

n/a

Listening to prisoners who have genuine problems and requests and NOT pandering to the troublesome disruptive prisoners who get what they want by acting up

kk

just are not

it just isnt some staff are good but some are hostile

It feels more like a military training camp

It depends on the wing staff member or situation. Some staff are approachable some just aren't.

ii

give people their property this will make peoples mood happier which will result in better relationships. all the people I have spoken with don't have good relationships with staff because of property

g

Every prisoner should be treated fairly and equally regardless of race colour ethnic background. A lot of staff treat certain prisoners very differently to certain others.

Eradicate professional bullying by not giving unjust negative IEP and on put on report. Treating fairly by not discriminating by colour of their skin. Taking accountability and stop procedural unjust.

Employ older staff that actually have compassion some staff are just out right rude actually can't stand this prison

Depends on which wing you are on. All prisoners are tarred with the same brush on wings such A and B. The same could be said for MNK and L. I am always polite and courteous to all but i find im treated like an idiot regardless of how i act.

dddd

could improve on more communication

Could be better if staff have a better attitude towards prisoners and not bring there home life stresses into work

By giving extra training so that when you need to ask for information they don't divert you to other places that take very long to get responses

BY ENGAGING MORE

build the trust between them

better staff training not just twelve weeks shadowing other staff some officers need to learn people skills

because they favour snitches and sex offenders not normal prisoners because sex offenders and snitches they give intel and staff like that

Because I Been Asking To Move And Still On Wing

be more open and stop judging people to much we know we fucked up we don't need to be reminded

Be more honest about things...EVERYTHING!

After coming to wayland personally I dont want no relation with any officer. Being here a year I have adapted to the "Us against them" culture

a complete culture shift