

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

**For reporting year
1 January 2025 to 31 December 2025**



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Contents

	Page
Introductory sections 1 – 3	
1. Statutory role of the IMB	3
2. Description of the establishment	4
3. Key points	5
Evidence sections 4 – 7	
4. Safety	12
5. Fair and humane treatment	15
6. Health and wellbeing	20
7. Progression and resettlement	23
The work of the IMB	
Board statistics	28
Applications to the IMB	28
Annex A	
Main service providers	29
Annex B	
Vocational training and work courses	30

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Introductory sections 1 – 3

1. Statutory role of the IMB

The Prison Act 1952 requires every prison to be monitored by an independent board appointed by the Secretary of State from members of the community in which the prison is situated.

Under the National Monitoring Framework agreed with ministers, the Board is required to:

- satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release
- inform promptly the Secretary of State, or any official to whom authority has been delegated as it judges appropriate, any concern it has
- report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.

To enable the Board to carry out these duties effectively, its members have right of access to every prisoner and every part of the prison and also to the prison's records.

The Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) is an international human rights treaty designed to strengthen protection for people deprived of their liberty. The protocol recognises that such people are particularly vulnerable and aims to prevent their ill-treatment through establishing a system of visits or inspections to all places of detention. OPCAT requires that states designate a National Preventive Mechanism to carry out visits to places of detention, to monitor the treatment of and conditions for detainees and to make recommendations for the prevention of ill-treatment. The IMB is part of the United Kingdom's National Preventive Mechanism.

2. Description of the establishment¹

HMP/YOI Hollesley Bay is a men's open prison and young offender institution, with an operational capacity (the maximum number of prisoners that can be held without serious risk to safety, security, good order and the proper running of the planned regime) of 655 adult and young adult (18-21) male prisoners.

Located in east Suffolk, on an 85-acre site a mile from the North Sea, it has no secure boundary and a public road runs through the centre of the prison. An entry/exit barrier at the main entrance was introduced during 2025.

It comprises 14 residential units with varying accommodation. Older units have both single and shared rooms with shower blocks and toilets, while newer, enhanced modular units have single ensuite rooms.

All prisoners, unless excused for medical or age-related reasons, are required to be occupied in daytime working hours. Some men work in jobs or community service outside the prison, but the majority work at the prison or attend practical training courses or education.

For the great majority of prisoners, Hollesley Bay will be their last destination before release, and emphasis is placed on rehabilitation and preparation for a return to society. After sentence planning, carried out on arrival, they are expected to assume more responsibility for themselves, be it in work and/or training, and for their behaviour.

The prison adheres to its strategy document, *Vision, Priorities and Objectives: Strategy Priorities*. These priorities are as follows:

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

Assessment of the effectiveness of delivery against these objectives is via weekly meetings, which are summed up by the PROUD acronym:

- **P**eople
- **R**educing offending
- **O**ffender management unit
- **U**nlocking intelligence
- **D**ecency

¹ Figures included in this report are local management information. They reflect the prison's position at the time of reporting but may be subject to change following further validation and therefore may not always tally with Official Statistics later published by the Ministry of Justice.

3. Key points

Background

The reporting year - 2025 - saw the start of a major change for HMIP/YOI Hollesley Bay, with the formation of a single management structure for the prison and nearby HMP Warren Hill. At the end of March, the Governor, who produced the report recommending this proposal, left to take up a new role as Governor of HMP The Mount.

The Governor of Warren Hill was appointed to lead both Hollesley Bay and Warren Hill and the creation of a single senior management team (SMT) followed. From the Board's observations, this has gone smoothly, although we have noted that Duty Governors appear to be now less visible around the prison. A staff re-profiling exercise was undertaken and at the end of 2025 the result of this was still awaited.

Next year - 2026 - will see this staff re-profiling actioned, a further alignment of establishment policies and procedures, some restructuring of departments and the possible renaming of the joint establishment. The Board will remain alert to any problems and issues.

The two Boards from Hollesley Bay and Warren Hill held meetings in the year to discuss the step-by-step process towards merging in 2026.

One issue had a major impact on the day-to-day working practice of the Hollesley Bay and Warren Hill IMBs. This was the rolling out and firm embedding of SharePoint as the prison's secure IT platform, to manage and store data, minutes and information.

In April, without warning, the IMB stopped receiving daily morning briefings from the prison via their secure CJSM email system (used to securely transmit emails between connected justice partners). Minutes and notices also stopped. The only way for members to stay up to date was to be in the prison and log into the IT system there; however, this is not possible to do on a daily basis and was a time-consuming process before commencing any monitoring visit.

The daily briefing is used by Boards to keep abreast of day-to-day happenings within the establishment they monitor, so this was a significant loss to the Hollesley Bay and Warren Hill IMBs.

Establishing that the CJSM email system was not compatible with SharePoint, solutions were sought and tried but to no avail. Eventually, an alternative posting method for the briefing was agreed, the Board's secure Kahootz platform. It was hoped other documents previously received could also be added.

3.1 Main findings

As many aspects of the establishment have remained largely unchanged during the reporting period, parts of this report draw on the previous year's wording, with updates made to reflect the latest data and any significant changes.

Safety

- From our observations, the Board continues to believe that the prison remains a safe place for prisoners and staff.
- Any suggestion of bullying or aggression, detected or suspected, continues to be followed up quickly and dealt with efficiently and effectively.

- As in the previous year, no official serious incidents were recorded during this reporting year.
- Stability was maintained, despite the very high churn of prisoners into the prison (879) and releases (841, including transfers and absconds).

Fair and humane treatment

- Again, the IMB considers that prisoners are treated fairly, humanely and consistently at Hollesley Bay and that there is a culture within the prison that seems to encourage dignity and respect between prisoners and staff.
- In a repeat from our previous report, prisoners convicted of sexual offences (PCoSO) continue to be carefully assimilated into the prison.
- Fair and humane treatment is an area where complacency must not be allowed to develop. Staff and prisoners continue to be reminded of the need for vigilance and the standard required. The Board is alert to any relaxation in this area.

Health and wellbeing

- Generally, from our observations, we continue to believe that prisoners' health and wellbeing needs are being met.
- The health and social needs of older prisoners and those with mobility needs continue to appear to be actively considered, although further attention would be welcomed in this area to reflect the growth of an ageing prison population.

Progression and resettlement

- Following induction, all prisoners, other than those who are on long-term sick or past retirement age, remain required to be purposefully engaged whilst at the establishment.
- An assessment process continues to take place as soon as possible after arrival. Prisoners can still express a preference about whether they wish to take on a work role within Hollesley Bay or engage in a vocational training course or education.
- The prison continues to invest in a dedicated member of staff whose primary purpose is to source and establish links with local employers to increase the number and range of job opportunities for prisoners.
- In the Board's view, there is a continuing emphasis on prisoner employability. Although at times difficult to source, outside work remains a priority. It is firmly established within the wider context of prison life as an earned privilege (under the prison's incentives scheme). It also forms an integral part of the sequencing regime (a structured, progressive regime that rewards positive engagement through opportunity, pay, privilege and accommodation).

3.2 Main areas for development

TO THE MINISTER

- The Board was seriously concerned by the Government's cut in prison education budgets. At Hollesley Bay, this was a significant 35%. In light of this, how can education and training credibly be regarded as a priority for rehabilitation?
- Prisoners continue to raise issues around ROTL [release on temporary licence] delays. These often are attributable to prison staff awaiting responses from community offender managers. Give this, what steps is the Minister taking to

address these delays, and will the anticipated increase in probation funding reduce them?

- The Board repeats its concerns regarding 'short-term' prisoners who arrive with little time left to serve. The Minister has acknowledged the importance of preparing prisoners for release, but these men have little time in which to engage with appropriate departments and agencies, and often display minimal interest, if any. What action will the Minister take to address this?
- Sizewell C [a nuclear power plant on the Suffolk coast] construction project: the Board continues to hope that significant release on temporary licence [ROTL] work opportunities will become available for prisoners at Hollesley Bay, and that Sizewell C's engagement with the local employment advisory board will lead to more positive developments. What concrete progress has been made to secure these opportunities?

TO THE PRISON SERVICE

- The IMB noted that two updates to the Prisoners' Property Policy Framework were published on 23 June 2025. One states: '*Excess property must be sent on as quickly as possible within the existing four-week period after a prisoner transfers.*' Is any monitoring being carried out nationally to ensure compliance with this rule? Locally, prisoner property complaints have continued to rise and these often cite inter-prison transfers.
- The Board considers that the chaplaincy offices and the chapel require capital investment and modernisation to make them more comfortable and welcoming. The world faith centre, where services such as the Muslim Friday prayers take place, would benefit from soundproofing to ensure that noise from adjacent offices does not disturb the worship. What plans are in place to deliver these improvements?
- Why was the IMB Secretariat not consulted prior to the rollout of SharePoint to discuss the potential impact on local Boards, given the difficulties this has caused for the Hollesley Bay and Warren Hill Boards? What steps will the Prison Service take to resolve these issues and ensure that ongoing discussions with the IMB Secretariat on SharePoint, Kahootz and the CJSM mailing system reach a satisfactory conclusion?

TO THE GOVERNOR

- The introduction of a single management team for Hollesley Bay and Warren Hill appears to be running smoothly, with Governors' responsibilities now stretching across both prisons. However, it has been observed by the IMB and prisoners that Governors are generally less visible around Hollesley Bay. How will you ensure that Governor visibility at Hollesley Bay is improved?
- Staff re-profiling implementation: the Board will monitor closely to see if this has any negative impact on the day-to-day running of the prison.
- While a concerning increase in key compromises was noted, the IMB was pleased to observe the prison was quick to respond and introduce new measures to strengthen site security.
- What steps is the Governor taking, despite national prison population pressures, to ensure that opportunities are found wherever possible to accommodate prisoners in single rooms?

- What action is the Governor taking to address the ongoing issues with the clock in the visits hall, and are there plans to replace it given that it does not display the correct time?
- From April, many meetings such as safer custody, have included Governors and staff from both Hollesley Bay and Warren Hill. In these instances, the Board has noted this has helped develop consistency and good practice across both establishments.
- The Board acknowledges the help and support from the Governor and the prison IT communications officer regarding SharePoint issues and appreciates that the current difficulties are outside local control.

3.3 Response to the previous report

Some of these questions have been repeated from last year's report where there has been little or no progress to date.

Issue raised	Response given	Progress
<p><u>To the Minister</u></p> <p>1. The Board asked what specific steps would be taken to address concerns and ensure a more effective and equitable approach to the re-sentencing of IPP prisoners (imprisonment for public protection)? Although some changes were made, these did not, in the main, benefit serving prisoners in the open estate.</p> <p>2. The Board highlighted the problems caused by early release schemes. It asked what measures the Minister was considering to lessen these effects and ensure adequate support for both prisons and released individuals. This was particularly in terms of proper checks and pre-release preparations.</p> <p>3. Major construction work is underway at Sizewell C. The Board was disappointed to find that no job</p>	<p>1. The refreshed IPP Action Plan, published in the HM Prisons and Probation Service (HMPPS) Annual Report on 17 July 2025, outlines reforms focused on reducing the IPP population, improving fairness, and supporting rehabilitation. It includes measurable targets and emphasises effective delivery across prisons and probation.</p> <p>2. Regionally, probation services worked closely with prison teams to develop release plans and complete safeguarding checks. To support future resilience, we are increasing probation funding by 45%, investing up to £700 million by 2028, and recruiting 1,300 trainee probation officers by March next year.</p> <p>3. The Minister recognised the importance of ensuring</p>	<p>1. The Board noted the introduction of the Action Plan and the explanation given to prisoners, but still considers that more changes are needed for those in the open estate.</p> <p>2. Concern repeated.</p> <p>3. Acknowledged, but the Board still looks for more</p>

<p>opportunities had been identified for day-release prisoners and requested that the Minister highlight the issue.</p>	<p>that major government-backed projects offer inclusive employment pathways. Hollesley Bay's reducing reoffending team have been building a relationship with Sizewell C and its skills development leads, exploring bespoke vetting processes. Supply chain engagement has led to small, but positive, opportunities for those on release on temporary licence (ROTL). Joint interviews with contractors and the resettlement team have taken place.</p>	<p>positive engagement.</p>
<p><u>To the Prison Service</u></p> <p>1. The Board looked towards the start of the single management structure with Warren Hill. It hoped any uncertainties that might be felt by staff would not impact prisoners.</p> <p>2. What specific, measurable actions would be taken to ensure the change above prioritised increased benefits for prisoners over cost savings? How would these be tracked and evaluated?</p>	<p>1. While both prisons have developed distinct identities over the past decade, their operational alignment has laid a strong foundation for this transition. The decision to pursue single governance was informed by a feasibility study and consultation with key stakeholders, including prisoner focus groups.</p> <p>2. The model is designed not as a cost-saving exercise but to enhance operational effectiveness and deliver tangible benefits for prisoners. These include improved sentence planning continuity, particularly for IPP prisoners, and increased flexibility to respond to safety and wellbeing needs. Following the Area Executive Director's visit to both establishments in</p>	<p>1. Ongoing.</p> <p>2. Noted. Changes ongoing.</p>

<p>3. The Board trusted that sequencing [the planned order and timing of prisoner movements and activities to ensure safe and efficient operations] would remain at the heart of the prisoner progression.</p> <p>4. The Board asked what steps were being taken to improve the system on handling prisoner property on inter-prison transfers? When could improvements be expected?</p> <p>5. The Board was pleased to see prisoner work teams undertaking painting, decorating and some refurbishment. It noted though this did not detract from the constant need for increasing investment in capital projects and maintenance.</p>	<p>July 2025, no concerns were raised regarding the move to a single governance structure. The Governing Governor expressed strong support for the merger, and feedback from both staff and prisoners has been positive. No decline in performance has been observed since the implementation.</p> <p>3. The sequencing pathway remains central to prisoner progression. Following the introduction of single governance with HMP Warren Hill, the sequencing pathway has been expanded to include prisoners transferring from HMP Warren Hill who have achieved category D status.</p> <p>4. HMPPS notes the Board's ongoing concerns about the handling of prisoners' property. This is an area to which HMPPS is currently giving further attention.</p> <p>5. Prisoner work teams are employed as part of the purposeful activity imperative across HMPPS. Over the last year, prisoners have contributed to site upkeep by assisting in repainting areas such as the gym and by obtaining employment opportunities in plumbing and electrical work, supporting the site team once they have demonstrated good behaviour and trust. The</p>	<p>3. Noted and acknowledged.</p> <p>4. Repeated.</p> <p>5. Ongoing good involvement by prisoner work teams observed; also continuing need for capital investment.</p>
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	team currently comprises 11 prisoners.	
<p><u>To the Governor</u></p> <p>1. Although additional benches have been added to the outdoor seating area adjacent to the visits hall, the Board asks that the number is kept under review to ensure that as many visitors as possible can be accommodated.</p> <p>2. DNAs (did not attend) continue to be a problem for the healthcare department. The Board requests that a further review of the management of the appointments process is undertaken.</p> <p>3. The Board acknowledges that, whenever possible, a single room is offered to prisoners. However, we will continue to push for single rooms for all.</p> <p>4. The Board asks if there are any plans to introduce in-cell telephony at Hollesley Bay.</p> <p>5. The Board is pleased to acknowledge the very positive result of the unannounced HMIP inspection in April. It also notes the positive comments by the Chief Inspector.</p> <p>6. The Board commends the induction unit and other staff for their response to the unexpected closure of Wilford unit for urgent maintenance and the need to relocate prisoners and the induction programme.</p> <p>7. The sensory garden adjacent to Samford unit is a welcome addition. The Board looks forward to its continuing development.</p>	<p>1. Acknowledged verbally and at Board meetings.</p> <p>2. Discussed at Board meetings.</p> <p>3. Acknowledged at Board meetings.</p> <p>4. Discussed at Board meetings.</p> <p>5. Acknowledged verbally.</p> <p>6. Acknowledged verbally.</p> <p>7. Acknowledged verbally.</p>	<p>1. Some further benches installed.</p> <p>2. Repeated.</p> <p>3. Will continue to push for this whenever possible.</p> <p>4. Trial issue of mobile phones underway at another open prison.</p> <p>5. Noted.</p> <p>6. Noted.</p> <p>7. Positive continuing development ongoing.</p>

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Evidence sections 4 – 7

4. Safety

4.1 Reception and induction

The reception unit is bright and comfortable, with artwork providing a splash of colour and interest. Staff are observed to be welcoming, which is very important when greeting and processing new arrivals. A reception orderly, who is a Listener (a prisoner trained by the Samaritans to offer confidential emotional support to fellow prisoners), is also present to offer a welcome and support.

As noted in our previous report, some prisoners continue to arrive in the evening after staff from the healthcare department have left. This means their medical assessment cannot be completed until the next morning. The Board notes that when this happens, staff tend to be mindful of their duty of care and late arrivals are put on hourly observations in the induction unit.

The Duty Governor for the day will, whenever possible, meet all prisoners on their day of arrival. If this not possible, they will meet them the next day. This is an opportunity to discuss any concerns and ensure that there is an understanding of what awaits and expected behaviour. The Governor or Deputy also meets new arrivals at a scheduled weekly session.

All arrivals are given an induction booklet to assist with familiarisation about what is offered at Hollesley Bay and to help them find their way around. Some prisoners find it difficult to settle and adjust to the size and openness of the site. The lack of fences may be an issue for some. A few tell us that they feel unable to make the transition and they prefer living in closed conditions. Support is offered to help them through this period.

4.2 Suicide and self-harm, deaths in custody

The Board continues to observe a strong focus on safety at Hollesley Bay and notes that support offered is tailored to an individual's needs.

The morning briefing includes discussions on any prisoner causing concern. The safety, intervention and stability and the safer custody and wellbeing meetings enable careful in-depth discussions among prison-wide departments and agencies. Prison-wide now includes both Hollesley Bay and Warren Hill safer custody teams, following the creation of a single senior management team with functional responsibilities across both sites.

The number of assessment, care and custody and teamwork (ACCT) documents, used to support prisoners at risk of self-harm and suicide, showed a slight increase over the year: 25 compared with 23 in the previous year. Often, these were opened as a precautionary measure. The Board noted, for example, that previous ACCT/self-harm history identified on arrival by reception staff, or difficulties in adjusting to open conditions, were included as reasons for opening an ACCT. Any prisoner self-harming is monitored very closely to ensure appropriate help and support is given. If constant monitoring is required, a move should be arranged to a closed establishment for this to be undertaken, as happened on one occasion during the year.

Challenge, support and intervention plans (CSIPs) are used at Hollesley Bay to support and manage those prisoners who are viewed as presenting a risk of violence or who

display challenging behaviour such as bullying. A total of 103 referrals were made and investigated during the year, representing a decrease from 2024, when 112 referrals were investigated.

There were no deaths of prisoners during the reporting year.

4.3 Violence and violence reduction, self-isolation

It is made very clear to prisoners arriving at Hollesley Bay that no form of violence will be tolerated and that this will be strongly enforced. The majority of prisoners appear to accept this and comply.

The Board notes that the number of prisoner-on-prisoner assaults during the year remained the same - at 11 - as in the previous year. The IMB is satisfied that all these incidents were thoroughly investigated, with CSIPs opened, inappropriate behaviour challenged and abscond risk assessed. As the Board continues to note, some prisoners arriving at Hollesley Bay with little of their sentence left to serve, do not have a strong interest in complying with the prison’s expected standard of behaviour.

A total of 848 adjudications (disciplinary hearings held when a prisoner is alleged to have broken prison rules) were held during the year. Of these, 442 (52.1%) were recorded as proven. The main reason for the adjudication process being: mandatory drug test (MDT) failures, breach of licence conditions, and possession of unauthorised items. When observed by the Board, the process remained consistently fair. It was noted that prisoners were given every opportunity to state their case. As in 2024, few prisoners took up the option of community pay-back awards.

4.4 Use of force

All use-of-force (UoF) incidents are automatically subject to in-depth review and discussion. A total of nine use-of-force incidents were recorded during the year. The Board is pleased to note a 30.76% reduction from the 13 incidents recorded in 2024, and that, once again, no Pava incapacitant spray was used.

4.5 Preventing illicit items

The IMB noted that, throughout the year, staff vigilance continued to lead to targeted searches and the successful recovery of illicit and prohibited items. Operational dogs were provided from neighbouring HMP Warren Hill or the national dog team.

There is consistent emphasis on the completion of incident reporting scheme (IRS) forms. However, the Board noted the reporting year saw a 13.2% drop in the number submitted: 3849 compared with 4435 in 2024. April and July recorded the highest number of submissions. The majority of reports related to unauthorised items, inappropriate behaviour and associations.

<u>Number of illicit finds</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>	<u>2025</u>
Drugs	150	193	228	235*
Alcohol	25	24	16	9
Mobiles	166	241	276	261
Other items	not known	314	363	283**

**This includes cannabis, cocaine and unidentified tablets. **This includes items such as unauthorised vapes, money, paper intel, foodstuffs and tools.*

Where finds could be attributed to a particular prisoner, abscond risk assessments were carried out and recorded and adjudications followed.

The Board acknowledges the ongoing challenges faced by the establishment in preventing the drop-off of prohibited items, particularly given that a public road runs through the centre of the site. However, only eight suspected drop-offs were attributed to this area during the year.

Extensive security data evidences finds, drop-offs and intelligence, highlighting evolving trends, emerging risks and areas of heightened concern.

This data highlighted increasing key compromises during the year. Overall, there was a concerning 48% increase in such incidents: 40 in 2025 compared with 27 in 2024 and 24 in 2023. While some incidents related to keys becoming stuck or breaking off in locks, the prison's security staff reported that the rise was also attributed to some staff not following procedures. The Board noted that any such incidents were quickly followed up and commends the strong reminders issued to all staff. An entry/exit barrier was also installed at the main entrance to the site, enabling an additional check that all key protocols followed.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

The Board continues to note that some prisoners arriving at Hollesley Bay are unaware that they will usually be required to share a room initially, unless there are health reasons indicating otherwise.

After having had their own room/cell in their previous establishment, many then view their move to Hollesley Bay as a backward step. In spite of assurances that sending establishments have this information, the Board's continuing assessment is that it still is not filtering through to all prisoners.

Progressive moves from the induction unit, Wilford, are integral to the sequencing process (a structured, progressive regime that rewards positive engagement through opportunity, pay, privilege and accommodation). However, moves may still necessitate sharing. The ultimate aim for the majority of prisoners, and part of the sequencing process, is an ensuite room on one of the new, bright, modular units. These units offer more independence, with the benefit of well-equipped, communal kitchen areas, where they have the opportunity to prepare and cook their own meals.

Older units are showing ever increasing signs of wear and tear and are often in need of investment in ongoing maintenance. The Board also notes continuing signs of rusting metalwork on the new modular units. During the year, the Board has questioned whether some maintenance tasks could be completed by prisoners. However, it accepts that safety and security requirements could at times make this difficult.

A rolling programme of painting and decorating by a prisoner workforce does, though, contribute to maintaining a clean and bright living environment. The grounds are a natural haven for wildlife. Colourful flower beds and prisoner-created sculptures all add to the pleasant environment.





The sensory garden adjacent to the Samford unit continues to be enhanced, the peaceful surroundings offering space for calm and relaxation.

All prisoners are expected to contribute to maintaining their units in a clean and decent condition, with just a few units having a dedicated prisoner cleaner. Disappointingly though, throughout the year, some visits by the IMB highlighted blocked sinks, greasy and grubby hobs and overflowing rubbish bins, mainly on the larger units.

The prison's ongoing system of decency ratings for all residential units gives a very clear indication of their standard. A weekly inspection is carried out and a rating of between 1- 4 is given (see diagram below), with results recorded, discussed and circulated.

The inspection used to be carried out by the Duty Governor of the day, but, in 2025, it became the responsibility of the unit custodial manager (CM). This change followed the introduction of the single management team for Hollesley Bay and Warren Hill. While still viewing the system as a very positive practice, the Board questions whether this task being dropped from the Duty Governor's role has contributed to the view that Governors are now less visible on units and around the site.

Decency rating assessment:

1	2	3	4
			
<p>Little or no activity, cleanliness, or team leadership</p>	<p>Some activity but house cleanliness not at the required standard</p>	<p>Clear evidence of activity and whilst it was work in progress there was good leadership between staff and orderlies</p>	<p>The house has achieved the highest standard of cleanliness thanks to teamwork between the residential staff and the house orderlies. Well done.</p>

The chaplaincy team holds a good range of essential clothing for anyone in need and it can also access a charity fund that gives grants for clothing and footwear when required.

The 2021 temporary ‘field kitchen’ continues to produce meals for both Hollesley Bay and nearby HMP Warren Hill. Appliance failures remain an ongoing issue. No confirmation of a firm decision on a new kitchen was received in 2025.

Anecdotally, prisoners’ rating of the food varies from ‘poor’ and ‘ok’ to ‘reasonable’. The Board acknowledges the difficulty in maintaining the quality of food when it has to be transported by lorry across the site in heated trolleys. All units have microwaves, so there is some provision to heat or cook food. As prisoners progress through sequencing, they gain access to units with well-equipped self-cook areas, including ovens and hobs.

The Board notes that few prisoners record any comments in the food log book, held on each servery and checked regularly by the catering manager. The prison’s complaint system shows that 14 complaints about food were submitted, compared with seven in 2024.

5.2 Segregation

As an open prison, Hollesley Bay does not have a segregation unit, but it does have a secure cell in the reception unit. This is used to hold prisoners who are believed to be intoxicated or who present an abscond risk. The secure cell is checked by IMB members on a random basis and is always found to be clean and tidy.

Whenever a prisoner is moved to this cell, appropriate risk assessments must be carried out, observations and support set in place and the IMB informed. From the Board’s observations, duty of care is a priority.

In some cases, a prisoner’s behaviour might result in an immediate transfer back to closed conditions, as soon as this can be arranged. Other individuals will be discussed at the morning briefing and open conditions’ suitability assessment cases (OCSA) will be reviewed. If it is agreed that it is possible to still work with a prisoner through close monitoring and support, this opportunity will be given.

A total of 171 prisoners were returned to closed conditions during 2025, the main reasons being the possession of unauthorised items, assault, further charges pending and inappropriate behaviour.

5.3 Staff and prisoner relationships, key workers

From our observations, a culture of respect is at the heart of life at Hollesley Bay and good relationships between staff and prisoners play an important part in this.

Throughout the year during visits to the prison, the IMB has observed and commented favourably on the good and appropriate interaction between staff and prisoners. When any concerns have arisen, it has been noted that they have been followed up appropriately when brought to the attention of a Governor.

Monthly prison council meetings have been observed on a regular basis by Board members. Attended by Governors and staff from different areas, the meetings continue to offer prison representatives from each unit a chance to express their views and share any concerns on wide-ranging prison matters. Further opportunities to do this are offered at prisoner forums, held on each unit by the custodial manager.

The key worker scheme is not offered in the open estate. The Board considers that this should be reviewed if resources allow.

5.4 Equality and diversity

One of Hollesley Bay's key priorities is that diversity and inclusion 'celebrates all people within our vibrant community'. This priority is put into practice through scrutinising and challenging data to ensure that all access to privileges and opportunity is fair and equitable.

Monthly diversity and inclusion (D&I) meetings scrutinise and analyse very detailed data from every area of the prison. The meeting is attended by Governors, heads of department, the diversity team and Ipswich and Suffolk Council for Racial Equality (ISCRE). The Board notes that data from both Hollesley Bay and Warren Hill is now being scrutinised at these meetings, helping to ensure a clear sight of diversity matters across both establishments and strengthening assurance and consistency.

ISCRE's involvement with the D&I meetings helps ensure an independent view and oversight. ISCRE also hosts forums for prisoners who represent protected characteristics, including race, religion, age, disability, sex and sexual orientation.

The IMB continues to note some perception of bias amongst black, Asian and minority ethnic group prisoners. It always encourages any prisoner who feels subject to bias to submit a discrimination incident reporting form (DIRF) to ensure a careful examination and scrutiny of their concerns.

In 2025, 14 discrimination incident reporting forms (DIRFs) were submitted, compared with 16 in 2024 and 12 in 2023. This is a slight drop, but the Board will continue to monitor closely. Of the 14 cases, none was upheld, one was inconclusive and one is still outstanding. Racial bias was the most common theme. The Board is pleased to note that ISCRE reviewed and quality assessed 100% of the cases. We believe that this independent assessment gives confidence in the process.

5.5 Faith and pastoral support

The prison's chaplaincy service comprises one full-time managing chaplain and four part-time staff, including volunteer chaplains and other chaplaincy volunteers, and their

services are shared with the nearby HMP Warren Hill. The Free-Church chaplain post was vacant at the end of the reporting period. There is a Christian chapel and a multi-faith centre on site and a prayer space is made available in the visits hall to enable visitors to pray with those they are visiting.

The chaplaincy has links with representatives of almost all faiths locally. Most major world religious festivals are celebrated enthusiastically and families can participate, for example, at the carol service. There remain long-running issues with food preparation, notably for halal food, which must be stored, prepared and cooked separately. However, due to the limitations of the temporary kitchen, it has not been always possible to guarantee that. Delays in replacing the current temporary field kitchen with a state-of-the-art permanent kitchen have resulted in improvement plans being shelved for the time being.

The chaplaincy team has an open-door policy and the IMB has observed a willingness to be always available for support to all prisoners, of whatever religion or faith or of none. New receptions are welcomed by a chaplain as part of the induction process. They help prisoners who have had worrying or distressing news about family members, or those frustrated by the lack of information about families or about delays in obtaining special purpose licences, such as for visits to very ill close family members. They work closely with the offender management unit (OMU) to ensure decisions are informed and fair.

On average, the chaplaincy handles 10-12 cases of bereavement support, counselling and pastoral care each month. The number has increased as the prison roll has grown, but staffing has not increased proportionately.

In the Board's view, the offices used by the chaplaincy and the adjacent chapel need capital investment and modernisation to make them more comfortable and welcoming. The world faith centre, where services such as the Muslim Friday prayers take place, requires soundproofing to ensure that noise from the two parole offices is not disturbing the worship.

From the Board's observations, the service is greatly appreciated throughout the prison and the IMB commends the chaplaincy for the care and support they offer. The accessibility and inclusiveness of religious celebrations are uplifting for all who wish to participate, irrespective of their faiths.

In the Board's opinion, Ramadan is catered for very well, which is also evidenced by the feedback from prisoners. There is good access for daily prayers, including a special arrangement for night prayers for the full month.

A notable practice unique to Hollesley Bay is the Easter Walk via the release on temporary licence (ROTL) procedure, where chaplains walk with Christian prisoners to Shingle Street (on the coast) with the cross and arrive there for sunrise.

The chaplaincy runs a charity support fund, in collaboration with a local charity, which provides grants for individuals and more general grants for clothing and footwear, as well as tools for work. The chaplaincy offers a good range of essential clothing for those in need when they arrive at the prison and during their sentence.

The prison enables a small group of prisoners to attend the annual prisons' week service at Bury St Edmunds cathedral, including the Suffolk Justice service. The IMB has observed that prisoners continue to take an active part in the prisons week service and afterwards join members of the congregation in a wide-ranging discussion.

5.6 Incentives schemes

When prisoners arrive at Hollesley Bay, they are placed on enhanced status, the highest level of the incentive schemes.

If poor behaviour is noted, the respective prisoner will be discussed at the weekly PROUD (People, Reducing Offending, Offender Management Unit, Unlocking Intelligence, Decency) meeting and their status reviewed. The Board is satisfied that reviews will always take full account of an individual's circumstances.

5.7 Complaints

A monthly breakdown of complaints is received by the IMB. This, along with regular contact with the complaints clerk and business hub manager, helps to ensure effective monitoring. The complaints clerk checks the figures and advises on any actual or perceived trends.

The IMB also checks the full year's data against that for the previous year and has noted a continuing rise in complaints in 2025. A total of 415 complaints were received compared with 315 in 2024, an increase of 31.7%, although this was not as high as the 82% increase recorded for 2024.

In our view, complaints were processed diligently, with a sample of responses assessed on a monthly basis by the SMT, to ensure they are appropriate. A Governor carries out overall scrutiny of the complaints system and will, where appropriate, question decisions and ask for further follow up.

The Board notes that OASys/offender management continued to generate the highest number of complaints, with 87 recorded - down from 93 in 2024. However, increases were seen in several other areas: food (+7), canteen (+16), property (+31), and 'other' subjects (+56).

5.8 Property

The Board continues to note the careful handling and storage of prisoner property at Hollesley Bay. Property boxes are well-labelled and stored and records carefully updated.

However, we note, with disappointment, that property complaints have risen to 51, compared with 20 in 2024 (a 155% increase). In 2023, there were just nine. These complaints appear to be usually linked to losses and delays following inter-prison transfers.

The handling of property on transfer has been raised in every one of the Board's annual reports since 2020, and we will continue to press for an improvement in the national system.

While the Board noted that, on 23 June 2025, HM Prison and Probation (HMPPS) published two updates to the Prisoners' Property Policy Framework, we have yet to see signs of any significant improvement. One of the updates/amendments specifically mentioned prisoner transfers: *'An amendment to state that excess property must be sent on as quickly as possible within the existing four-week period after a prisoner transfers.'*

6. Health and wellbeing

6.1 Healthcare general

Healthcare services at Hollesley Bay are provided through Practice Plus Group, with a staffed healthcare centre open seven days a week during office hours.

Overall, from our observation and from discussions with prisoners, we are satisfied that prisoners' healthcare needs are being met; that the healthcare team is well-integrated into other services in the prison; and that it participates appropriately in multi-agency casework, ACCT reviews and support following adjudications.

We have noted three general trends during the year: the proportion of prisoners over the age of 50 continues to rise, now averaging 26.8%; the complexity of the medical caseload has increased; and the number of prisoners arriving at Hollesley Bay on the TPRS scheme (temporary presumptive recategorisation scheme) - which enables eligible prisoners to move earlier from closed conditions to open prisons to support their progression and preparation for release - has risen. Security staff have suggested that the increased TPRS population may be linked to a slight rise in incidents of abuse directed towards healthcare staff. Healthcare staff consider these issues remain manageable, with appropriate support from HMPPS staff.

The business case submitted to NHS England for additional resources, referred to in last year's report, was successful, increasing staffing capacity to the equivalent of 24.96 full-time posts. The team includes posts across management, GPs, nursing, specialist mental health nursing and pharmacy services. The new provision for a pharmacy team is a particularly welcome development: once all training has been provided the team aim to move away from reliance on external providers of medication.

There are GP half-day sessions across five days per week, a physio session three times a month, a podiatry clinic once a month and an optician clinic twice per month. The target waiting time of six weeks for these clinics is invariably met at Hollesley Bay, with triaging used to provide emergency appointments as necessary.

Throughout the year, recruitment of permanent staff into some posts has been challenging, with vacancies being back-filled by bank or agency staff. Recruitment appears to have been undermined by considerable delays with the vetting process, sometimes resulting in successful candidates withdrawing their application having found work elsewhere.

The waiting area for healthcare appointments can be, at times, overcrowded, with men standing or waiting on the stairs. However, the seating capacity apparently cannot be increased due to the need to maintain floor space for wheelchair users. The team is keen to see the area redecorated and re-floored. Healthcare now has a dedicated room on Blything unit (where priority is given to those with health or mobility needs), but as it is without a washbasin, it can only be used for mental health appointments. The team continue to press for washing facilities to be installed.

Seven IMB applications in 2025 related to healthcare issues, including one follow-up complaint on the same matter. None indicated systemic concerns, although one was particularly troubling due to the poor quality of a GP's report provided to a prisoner in preparation for release into the community.

6.2 Physical healthcare

Initial medical reviews are carried out in person on all new arrivals within 24 hours, and medication reviews within 72 hours. Most prisoners now arrive with their medication: if not and they arrive after hours, then NHS 111 needs to be engaged. In order to target medical reviews and support, a safeguarding list is kept for prisoners under 25 and screening lists for those over 50 and over 70. An older patient clinic is now established, which, among other things supports pre-diabetic patients with advice on lifestyle and diet and has led to early cancer diagnosis for seven patients. The success of this preventive work has led to a plan for a “wellman” clinic targeting the 30-49 age group.

DNAs (‘did not attend’), or cancellations, are recorded and remain at over 10% for nurse appointments. This, in part, may be because prisoners are booked in for vaccination or screening appointments that they do not wish to take up.

Dental care

Dental care services are provided by Community Dental Services CIC (CDS), which delivers all routine NHS dentistry at the prison through a part-time, directly employed dentist and dental nurse.

All new applications are triaged by the dental nurse, who can book prisoners into one of the emergency slots available at each clinic session. The Board is not concerned about waiting times for dental appointments.

6.3 Mental health

Mental health services at the establishment are led by a dedicated mental health team comprising three mental health practitioners, one mental health trainee associate and one mental health support worker.

The team works closely with the Forward Trust charity, commissioned regionally by the NHS to provide a talking therapies service for issues such as anxiety and depression. This partnership enables the healthcare team’s mental health appointments to focus on enduring mental health issues and psychotic disorders. Forward Trust has offices near the visits hall. The Board notes that these are somewhat unsatisfactory, in that they do not have a dedicated service room, so its practitioners often have to use the lobby area in the male visitor’s toilet for client appointments.

6.4 Social care

Either prisoners or staff can complete a social care referral form for review by the social care lead case manager. If additional support is required that cannot be met by the establishment, a referral is submitted to the local authority.

From the Board’s observations, relevant departments and external agencies collaborate to develop a care plan, the implementation of which is overseen by the social care lead. There were 11 social care assessments carried out for prisoners during 2025.

For prisoners who require assistance to evacuate buildings in an emergency, 38 personal emergency evacuation plans (PEEPs) are in place. Needs are assessed on arrival or as ongoing health circumstances determine.

6.5 Time out of cell, regime

As an open prison, prisoners can access much of the grounds during their free time and many, although not all, of the units have adjacent grassed areas equipped as open gyms. Most units have pool tables and table tennis tables provided in association areas.

Use of the inside gym is encouraged and is very popular. Physical education instructors (PEIs) limit prisoners to three sessions per week but are flexible with this if capacity permits. At weekends, in particular, running and walking around the grounds is a popular activity. However, the Board would welcome any initiatives to encourage other physical and social activities across the site.

6.6 Drug and alcohol rehabilitation

The Phoenix Futures charity provides psychosocial support for prisoners at Hollesley Bay with addiction needs.

The end of the year saw an increase in staff vacancies, with only four of the 11 posts filled. Despite this, the team confirms that it met its targets in terms of group sessions and one-to-one casework. They are also pleased to be developing a more focused unit on Blything, which will enable them to offer a broader range of support services. The Board notes the high regard in which HMPPS staff hold this work with prisoners and the embedded processes for co-ordination, such as following adjudication outcomes.

On release, prisoners are put in touch, where appropriate, with community services to continue their support and treatment.

Over the reporting year, there were 522 random drug tests, with 38 (7.3%) positive results recorded. Although testing rose from 374 completed in 2024, there was a fall of 2.6% in the number of positives recorded. Of the 235 suspicion tests, 80 (34%) were positive. This was a rise of 4% over the previous year. In addition, 2,400 tests were completed as part of the incentivised substance free living (ISFL) compact (a type of contract). The Board notes there was a drop of 689 in these compacts from 2024.

Cannabis use continues to be the consistent trend.

6.7 Soft skills

The Listeners scheme (prisoners trained by the Samaritans to offer confidential emotional support to other prisoners) is advertised on each unit. Staff also signpost prisoners to the service whenever they feel it is appropriate. The Board is pleased to note there is now a Listener on each unit, with the total in post standing at 21.

Unlock My Life ('We can open the door, only you can walk through it') continues to run courses. This is a peer-led rehabilitation programme that aims to improve mental health and wellbeing.

The Board continues to hear and report comments from prisoners that there is 'nothing to do around here'. This was also referenced by HM Inspectorate of prisons (HMIP) in their April 2024 inspection report. Whilst weekly reports require each unit to record enrichment activities, entries generally make only limited reference to pool and table tennis. The Board acknowledges the difficulties in providing a wide range of activities for prisoners with diverse interests, but we will continue to press for more initiatives.

7. Progression and resettlement

7.1 Education, library

From our observations, the head of education, skills and work has continued to bring enhancements to education and enrichment activities in the prison, reinforcing the 'good' score for purposeful activity awarded in the 2024 Ofsted report. The Board has been pleased to note close partnership working with People Plus.

Functional skills are emphasised. Levels 1 and 2 maths and English and some IT courses are provided in classroom settings. Although the success rate of the courses has been high, take-up at Level 2 has been disappointing. The Board accepts that the need to attend appointments, access to release on temporary licence (ROTL), other commitments and early release schemes have impacted numbers.

The Board has raised concerns repeatedly that a minority of prisoners still arrive at Hollesley Bay after several years in closed conditions without having achieved the most basic levels in literacy and numeracy. We feel strongly that this issue should be addressed earlier and it is pleasing to note that staff share that ambition.

A detailed reading strategy is in place, with the emphasis on igniting curiosity. Boxes of books are placed on the units and prisoners are encouraged to help themselves. Wrapped books are offered as mystery reads. A dedicated employee provides reading support.

The library is lively, accessible and inviting, in the Board's view, and is pivotal in developing the reading strategy. A good selection of books and DVDs can be accessed and there are regular themed displays. The library continues to receive positive feedback from other agencies.

Key performance indicators are reported to the prison's senior management team on a regular basis. WayOut TV (an in-cell TV channel) and Way to Learn (an in-cell study programme) advertise job vacancies and what is available to the prisoners. The course prospectus is refreshed annually and shared with new prisoners as part of the induction process. It is available in the education zone and the library.

Routine analysis within the D&I framework helps to ensure that courses in the education department are being taken up in a fair and representative way and that black, Asian and minority ethnic prisoners are fairly represented.

Work packs are available to prisoners. Occasionally, where they prefer to work in their own rooms, this may be accommodated and appropriate adjustments can be made. The Board commends Hollesley Bay for some notable successes in helping prisoners access college courses.

In 2024, a sensory garden was created by prisoners within the walled garden near the Samford unit, winning praise and opening doors to opportunities outside. Further enrichment activities have been developed with the Britten Pears Arts charity for music and there have been some real successes with artwork and sculpture in the Koestler Arts awards.

Prisoners also developed the excellent arts and music projects centre (AMP) facility in a dilapidated shed adjacent to Blything unit. The Board has been consistently impressed by prisoners' engagement with the centre and the innovative use of an otherwise redundant shed. The prison also secured Arts Academy funding via the New

Futures Network to develop a sound recording studio and to renovate the stage area in the visits hall.

7.2 Vocational training, work

The Board was deeply concerned by the Government's decision to impose significant education cuts across the prison estate. Hollesley Bay was impacted severely by a cut of 35% which, combined with increasing costs of providing courses, has led to a significant decrease in provision.

At the start of 2025, the prison offered a good range of vocational training courses (see Annex C), but the brickwork, plastering and carpentry courses were discontinued as a direct result of the cut. The Board has observed strenuous efforts being made to create alternative training and work opportunities, although evidence of commitment and engagement from potential partners appears to the Board to be disappointing.

Blything Industries, set up in 2023 by prison staff, is operated by prisoners in the former gym on Blything unit. This houses various light industries and supports prisoners rehabilitating from drug use and can accommodate those with limited mobility. Prisoners are also able to learn business skills, including quality control and costings, as well as financial skills, in a calm and friendly environment. The Board regards this as a very welcome initiative but would be pleased to see more emphasis on securing employment offering greater work satisfaction.

Paid outside work and the sequencing regime specifies that all prisoners must obtain 'level' qualifications before they are considered for external jobs. For those sourcing their own employment, the Board welcomed the change from a required Level 2 qualification to Level 1, as well as the extension of the 60-mile radius to 75 miles for travel-to-work purposes. These relaxations allow greater flexibility to access work. There are usually over 100 prisoners on outside work, with a target of 120.

The IMB is aware that it is difficult to get prison workers into larger companies, particularly those convicted of sexual offences. The Board was supportive of prison staff's attempts to secure employment opportunities at Sizewell C, the proposed new nuclear power station, where major construction work commenced in 2025. We raised this in the 2024 annual report. This has proved frustrating, as the company is bound by the Office for Nuclear Regulation (ONR) policy, which precludes employment of people with unspent convictions. However, the site uses a supply chain, from which some companies have moved to accept prison workers. The Board hopes that Sizewell C will revisit the restrictions imposed by the ONR policy as the construction project moves forward and contractors ramp up their performance.

The employment advisory board (EAB) is actively exploring opportunities for increased work-based activities and training with private companies, and the IMB plans to observe some EAB meetings.

LMB Textiles regrades and recycles textiles in prisons, selling those that have 'vintage appeal', exporting those in good condition and making the rest into mops. This is an expanding business. There are two LMB workshop areas in the prison, employing up to 54 prisoners, and the empty workshops are being used as storage space for an overflow of textiles.

The IMB was disappointed at the closure of the motor mechanics course in 2025, but pleased that the forklift truck driving course restarted in the vacated space. In the Board's view, excellent training is provided and some forklift work opportunities have

arisen in Bacton Logistics, a freight and cargo company located in Bury St Edmunds. Some prisoners, who had formerly been trained at the workshops, have also found paid work with Government Facilities Services Limited (GFSL) at Hollesley Bay, which the IMB welcomes. GFSL is a government-owned company that provides maintenance and facilities management services to prisons and other Ministry of Justice sites.

The provision of training at the prison's Lansbury and Marsh Barn cafés has continued and remains popular with prisoners. Both cafés bring in a steady profit, which is ploughed back into training and work at the prison. The sale of horticultural produce and textile work at the Marsh Barn shop has reduced, but the Board hopes that it can be revamped and expanded in the coming months.

Hollesley Bay's employment hub provides pre-release support. From here, it is possible to access the virtual campus. Although there is limited internet access, it does enable a link to community education, training and employment opportunities. Prisoners also have an opportunity to research job vacancies in their release area and can be given help to prepare their CV for future employers.

The Board welcomes the initiative that allows prisoners at Hollesley Bay to attend mock employment interviews at the adjacent HMP Warren Hill. Interview performance is a vital skill that prisoners may need to learn from scratch or refresh after a period of sentencing.

7.3 Offender management, progression

From the Board's observations, Hollesley Bay prison has a co-ordinated and planned approach to prisoners' lives, fully embedded in the regime and operating under the general 'catch-all' umbrella of sequencing. This programme encourages prisoners to look at all aspects of their lives in prison and develop learning, social and community skills to prepare them for their futures outside prison.

In the Board's view, the establishment has a highly efficient offender management unit (OMU), which, in partnership with other units, manages the ongoing progression of prisoners towards release. Support from staff and multiple agencies appears to be available to all prisoners throughout progression.

The Board is fully aware of the challenges posed by the high churn of prisoners at Hollesley Bay: during the year, there was a total of 841 releases (including transfers and absconds) and 879 receptions into the prison.

There is a full-time dedicated pre-release team probation officer, who works with the OMU to assist with the release planning and community PDUs (probation delivery units). However, schemes such as TPRS36 (the temporary presumptive recategorisation scheme, allowing eligible prisoners to be moved to open conditions up to 36 months before their conditional release date) were implemented in 2025, bringing increased work pressures within OMU to support the early release of prisoners. TPRS36 contributed to an increase in spaces within the prison, and OMU's focus towards the end of 2025 was to maintain their role and to increase it wherever possible.

'Business as usual' prisoners were able to commence transferring to open conditions with up to five years until release or up to their parole eligibility date. The Board noted that this imposed additional pressures on POMs (prisoner offender managers), as those with longer to serve were deemed likely to be more complex.

Hollesley Bay was proactive in collecting prisoners where possible, in a bid to secure timely transfers. This has supported prisoners' progression through the prison estate and helped to reduce spaces.

Due to publicity around a release in error within the region, alongside the national review of discharge processes, the OMU has reviewed processes within the department to provide additional assurances around both suitability for open and calculations and for release. There is a full-time dedicated pre-release team probation officer, who works with the offender management unit to assist with the release planning and community PDUs.

The Board notes that prisoners continue to arrive at Hollesley Bay with inadequately completed offender assessments (OASys). Whilst OMU prioritises such cases, there can be delays in obtaining information and assessments from outside agencies.

The psychology team undertook increasing numbers of case file reviews, using the enhanced behaviour monitoring (EBM) assessment tool. Where appropriate, consideration was given to see if support could best be offered through the offender personality disorder (OPD) support service. The aim is to achieve the best possible way forward for an individual.

7.4 Family contact

From the Board's observations, the importance of maintaining family links is recognised, supported and encouraged. The prison works closely with Ormiston Families, a charity delivering a range of child and family centred programmes across the east of England, including support for those affected by the imprisonment of a family member.

The visits hall is spacious, welcoming and well maintained, with a nearby garden area that includes a play area for children. It offers a pleasant meeting place in all weathers, and some additional benches were added during the reporting year. Within the hall, there have been repeated issues with the heating, which does not always come on when it should, and with the large clock. The Board has noted that, throughout the year, this clock either shows the wrong time or has stopped completely. This can be an issue for those without access to any other time-keeping device. The Board suggests that it is replaced.

The play area inside the visits hall offers a good range of toys and games. The hall also benefits from a small but innovative sensory room, accessible to children and safe for them to play.

Social video calls continue in the Lansbury café.

Pay phones using PIN (personal identification number) cards are available for use on the units, with booths affording some privacy. The costs of these calls, and the booths, is often raised by prisoners. Having come from closed establishments where in-cell telephony is widely available, Hollesley Bay's phone system is often cited by prisoners as a backward step.

7.5 Resettlement planning

Having worked through the extension of TPRS during the year, the OMU continues to face pressures arising from the volume of applications for release on temporary licence (ROTL). This is regarded by prisoners as one of the main benefits offered by an open prison and is also a significant step in resettlement planning. Each time a prisoner

leaves the prison, whether for work, an accompanied town visit, or a weekend at home, ROTL must be approved and issued.

In practical terms, this means that approximately 100 prisoners are out the prison each day, an important part of their preparation for release. Before licences can be issued, there will have been communication with multiple outside agencies, including, for example, external probation services, the police and accommodation agencies.

The Board acknowledges that delays in processing ROTL applications can be frustrating for prisoners, although this is often outside the prison's control, for example, when awaiting replies from community probation officers. However, it is essential that each stage of the process is followed correctly and recorded. Once licences are issued, they are subject to random checks by prison staff to ensure compliance.

Throughout the year, the Board has been pleased to note the continuing use of ROTL for compassionate circumstances, e.g. enabling a prisoner to visit a terminally ill, close family member or to be present at the birth of their child.

8. The work of the IMB

Board statistics

Recommended complement of Board members	10
Number of Board members at the start of the reporting period	7
Number of Board members at the end of the reporting period	6
Total number of visits to the establishment	205

Applications to the IMB

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	5	5
B	Discipline, including adjudications, incentives scheme, sanctions	3	1
C	Equality	0	2
D	Purposeful activity, including education, work, training, time out of cell	5	2
E1	Letters, visits, telephones, public protection, restrictions	0	5
E2	Finance, including pay, private monies, spends	0	3
F	Food and kitchens	0	3
G	Health, including physical, mental, social care	6	7
H1	Property within the establishment	1	1
H2	Property during transfer or in another facility	11	16
H3	Canteen, facility list, catalogues	0	1
I	Sentence management, including HDC (home detention curfew), ROTL (release on temporary licence), parole, release dates, recategorisation	18	31
J	Staff/prisoner concerns, including bullying	4	7
K	Transfers	0	0
L	Miscellaneous	6	3
	Total number of applications	59	87

Annex A

Main service providers

- Maintenance: Gov Facilities Services Limited (GSFL)
- Education: People Plus
- Escort contractor: Serco
- Healthcare: Practice Plus Group
- Dental: Community Dental Services CIC
- Substance misuse programme: Phoenix Futures
- Social care: Suffolk County Council Adult Social Care
- Visitors' centre: Ormiston Families
- Resettlement support: Bail Accommodation and Support Services;
Commissioning Rehabilitation Services
- Safeguarding: multi-agencies Public Protection Norfolk and Suffolk

Annex B

Vocational training and work courses (see section 7.2)

- Horticulture
- Painting and decorating; plastering (note: discontinued during the year)
- Waste management and recycling
- Motor mechanics and fleet maintenance; bricklaying
- Carpentry; roofing
- Street works
- LMB Textiles recycling
- Sports
- Warehousing
- Catering
- Forklift truck driving



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