

Report on an unannounced inspection of

HMP & YOI Hollesley Bay

by HM Chief Inspector of Prisons

22 October–1 November 2018

This inspection was carried out with assistance from colleagues at the General Pharmaceutical Council and in partnership with the following bodies:



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Glossary of terms

We try to make our reports as clear as possible, but if you find terms that you do not know, please see the glossary in our 'Guide for writing inspection reports' on our website at: <http://www.justiceinspectorates.gov.uk/hmiprisons/about-our-inspections/>

Introduction

HMP & YOI Hollesley Bay is an open prison in Suffolk holding up to 485 adult prisoners. Many of those held are serving relatively long sentences of more than four years, with just over 100 serving over 10 years or life. Those held had been convicted of a range of offences, although more than 100 were violent offenders. At the time we inspected, the prison was making plans to begin holding sex offenders, although there was much more work to do concerning this proposal.

We last inspected the prison in 2014 when we reported on an impressive institution. Following this inspection, we can report that the prison continued to deliver good or reasonably good outcomes for those detained.

Hollesley Bay was a very safe prison. Those arriving were received well into the prison and in our survey most prisoners indicated that they felt safe. Violence was relatively rare and informal structures of support for those who were vulnerable or at risk were good. Use of force was similarly rare but when used its management needed to be more thorough and accountable. The application of security was proportionate, although there had been a disappointing increase in the use of drugs. Strategies were in place to try to address this concern. Self-harm incidents remained infrequent, but support for those who needed it was effective.

The prison was an overwhelmingly respectful place, underpinned by some very supportive staff-prisoner relationships. That said, there was evidence of a strong undercurrent of prisoners who felt intimidated by staff and feared that they could be arbitrarily returned to closed conditions. This was a perception that the prison needed to do more to understand and remedy. Extensive use of peer supporters was undermined by a lack of clarity concerning some of their roles and some indifferent training. General consultation with prisoners was lacklustre. Accommodation was generally good but the Bosmere unit needed further refurbishment. The grounds were well maintained and accessible. The promotion of equality was weak but evidence suggested most outcomes among those with protected characteristics were equitable. Health and substance misuse services were good.

Prisoners had significant amounts of time out of their cells and the prison offered a wide range of educational and vocational training programmes. The prison had good relationships with regional employers and this had led to many unpaid and community positions for prisoners on release on temporary licence (ROTL). Accreditation in prison industries and structured careers advice was less well developed. Teaching and prisoner achievements were generally good, with our colleagues in Ofsted assessing overall provision as 'good'.

ROTL was used extensively to support work, resettlement and family ties. The prison's approach to reducing reoffending was reasonable, although the analysis of need to support the targeting of resettlement work and the prison's improvement action plan were too limited. Offender management was improving and contact with supervisors, supported by peer workers and a drop-in surgery, was reasonable. The integration of offender management with the wider establishment was, however, weaker. Of concern, and in contrast to much that was happening in the prison, public protection work was not good enough. We have made this very significant failing the subject of our one main recommendation. Reintegration planning for those approaching release was better.

Hollesley Bay remained a successful and effective prison. The establishment was, at the time of our inspection, experiencing a time of change, with a new governor about to be appointed and plans to develop the prison's role to hold sex offenders. Outcomes were, however, reasonably good or better and those detained were treated well. We leave the prison with several recommendations which we hope will assist further improvement.

Peter Clarke CVO OBE QPM
HM Chief Inspector of Prisons

December 2018

Fact page

Task of the establishment

HMP & YOI Hollesley Bay is a category D open resettlement prison.

Certified normal accommodation and operational capacity¹

Prisoners held at the time of inspection: 470

Baseline certified normal capacity: 482

In-use certified normal capacity: 480

Operational capacity: 485

Notable features from this inspection

95% of prisoners at Hollesley Bay were from outside of the Norfolk and Suffolk areas.

20% of the prisoners presented a high risk of harm to others and 10% presented a potential risk to children.

58% of prisoners had been convicted of a violent or drug-related offence.

34% of prisoners were from a black and minority ethnic background.

Over 15,000 release on temporary licence events had taken place over the previous six months to support work, resettlement and family ties.

Prison status (public or private) and key providers

Public

Physical health provider: Care UK Health and Rehabilitation Services Limited

Mental health provider: Care UK Health and Rehabilitation Services Limited

Substance misuse provider: Phoenix Futures

Learning and skills provider: People Plus

Community rehabilitation company (CRC): Norfolk and Suffolk

Escort contractor: Serco Wincanton

Prison group

Hertfordshire, Essex and Suffolk

Brief history

In the late 1800s, Hollesley Bay was a training camp for men being sent out to the colonies, predominantly Canada, teaching farming and husbandry skills. The first governor took post in 1938, and since then the prison has been a borstal, then a young offender institution; it then underwent a merger with HMP Warren Hill, followed by an unmerging; and it then lost the farm, the Suffolk Punch and the birds of prey.

¹ Baseline CNA is the sum total of all certified accommodation in an establishment except cells in segregation units, health care cells or rooms that are not routinely used to accommodate long stay patients. In-use CNA is baseline CNA less those places not available for immediate use, such as damaged cells, cells affected by building works, and cells taken out of use due to staff shortages. Operational capacity is the total number of prisoners that an establishment can hold without serious risk to good order, security and the proper running of the planned regime.

Short description of residential units

There are nine residential units, broken down as follows:

Blything – a 42-bed unit holding prisoners on their first night and during induction; it also contains medical use rooms for residents who need in-room toilets.

Hoxon – an 82-bed normal location residential unit

Stow – a 76-bed unit normal location residential unit

Bosmere – an 80-bed normal location residential unit

Wilforde – a 72-bed normal location residential unit; also holds prisoners with disabilities

Samforde – a 15-bed unit holding prisoners over the age of 50

Threadling – a self-contained bungalow for long-term prisoners preparing for release

Cosford – a 72-bed normal location residential unit

Mutford: a 43-bed unit housing most of the paid workers and other outworkers

Name of governor and date in post

Jeff Orr (since 24 September 2018)

Independent Monitoring Board chair

Guy Baly

Date of last inspection

26 August – 5 September 2014

About this inspection and report

A1 Her Majesty's Inspectorate of Prisons is an independent, statutory organisation which reports on the treatment and conditions of those detained in prisons, young offender institutions, secure training centres, immigration detention facilities, police and court custody and military detention.

A2 All inspections carried out by HM Inspectorate of Prisons contribute to the UK's response to its international obligations under the Optional Protocol to the UN Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT). OPCAT requires that all places of detention are visited regularly by independent bodies – known as the National Preventive Mechanism (NPM) – which monitor the treatment of and conditions for detainees. HM Inspectorate of Prisons is one of several bodies making up the NPM in the UK.

A3 All Inspectorate of Prisons reports carry a summary of the conditions and treatment of prisoners, based on the four tests of a healthy prison that were first introduced in this inspectorate's thematic review *Suicide is everyone's concern*, published in 1999. The tests are:

Safety Prisoners, particularly the most vulnerable, are held safely.

Respect Prisoners are treated with respect for their human dignity.

Purposeful activity Prisoners are able, and expected, to engage in activity that is likely to benefit them.

Rehabilitation and release planning Prisoners are supported to maintain and develop relationships with their family and friends. Prisoners are helped to reduce their likelihood of reoffending and their risk of harm is managed effectively. Prisoners are prepared for their release into the community.

A4 Under each test, we make an assessment of outcomes for prisoners and therefore of the establishment's overall performance against the test. There are four possible judgements: In some cases, this performance will be affected by matters outside the establishment's direct control, which need to be addressed by Her Majesty's Prison and Probation Service (HMPPS).

- **Outcomes for prisoners are good.**

There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.

- **Outcomes for prisoners are reasonably good.**

There is evidence of adverse outcomes for prisoners in only a small number of areas. For the majority, there are no significant concerns. Procedures to safeguard outcomes are in place.

- **Outcomes for prisoners are not sufficiently good.**

There is evidence that outcomes for prisoners are being adversely affected in many areas or particularly in those areas of greatest importance to the well-being of prisoners. Problems/concerns, if left unattended, are likely to become areas of serious concern.

- **Outcomes for prisoners are poor.**
There is evidence that the outcomes for prisoners are seriously affected by current practice. There is a failure to ensure even adequate treatment of and/or conditions for prisoners. Immediate remedial action is required.
- A5 Our assessments might result in one of the following:
- **recommendations:** will require significant change and/or new or redirected resources, so are not immediately achievable, and will be reviewed for implementation at future inspections
 - **examples of good practice:** impressive practice that not only meets or exceeds our expectations, but could be followed by other similar establishments to achieve positive outcomes for prisoners.
- A6 Five key sources of evidence are used by inspectors: observation; prisoner surveys; discussions with prisoners; discussions with staff and relevant third parties; and documentation. During inspections we use a mixed-method approach to data gathering and analysis, applying both qualitative and quantitative methodologies. Evidence from different sources is triangulated to strengthen the validity of our assessments.
- A7 Other than in exceptional circumstances, all our inspections are unannounced and include a follow up of recommendations from the previous inspection.
- A8 All inspections of prisons are conducted jointly with Ofsted or Estyn (Wales), the Care Quality Commission, the General Pharmaceutical Council (GPhC) and HM Inspectorate of Probation. This joint work ensures expert knowledge is deployed in inspections and avoids multiple inspection visits.

This report

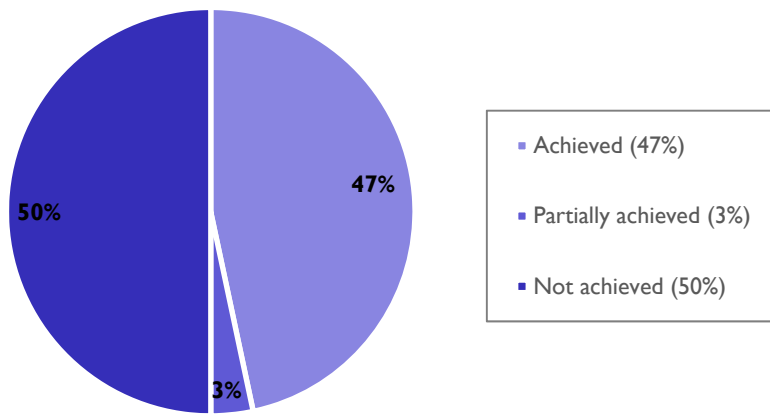
- A9 This explanation of our approach is followed by a summary of our inspection findings against the four healthy prison tests. There then follow four sections each containing a detailed account of our findings against our *Expectations. Criteria for assessing the treatment of and conditions for men in prisons (Version 5, 2017)*.² The reference numbers at the end of some recommendations indicate that they are repeated, and provide the paragraph location of the previous recommendation in the last report. Section 5 collates all recommendations and examples of good practice arising from the inspection. Appendix II lists the recommendations from the previous inspection, and our assessment of whether they have been achieved.
- A10 Details of the inspection team and the prison population profile can be found in the appendices.
- A11 Findings from the survey of prisoners and a detailed description of the survey methodology can be found in the final appendix of this report. Please note that we only refer to comparisons with other comparable establishments or previous inspections when these are statistically significant.³

² <https://www.justiceinspectorates.gov.uk/hmiprisons/our-expectations/prison-expectations/>

³ The significance level is set at 0.01, which means that there is only a 1% chance that the difference in results is due to chance.

Summary

- S1 We last inspected HMP & YOI Hollesley Bay in 2014 and made 30 recommendations overall. The prison fully accepted 24 of the recommendations and partially (or subject to resources) accepted five. It rejected one of the recommendations.
- S2 At this follow up inspection, we found that the prison had achieved 14 of those recommendations, partially achieved one recommendation and not achieved 15 recommendations.
- S3 Figure 1: HMP & YOI Hollesley Bay progress on recommendations from last inspection (n=30)



- S4 Since our last inspection, outcomes for prisoners stayed the same in the healthy prison areas of Safety, Respect and Rehabilitation and release planning, and had declined in Purposeful activity. Outcomes were good in Safety and Respect, and reasonably good in Purposeful activity and Rehabilitation and release planning.

Figure 2: HMP & YOI Hollesley Bay healthy prison outcomes 2014 and 2018⁴



⁴ Please note that the criteria assessed under each healthy prison area were amended in September 2017. Healthy prison outcomes reflect the expectations in place at the time of each inspection.

Safety

S5 *The reception area was welcoming, and there was good support on the first night, including clean and well-equipped rooms. Induction was excellent. The prison remained a safe place to live for most prisoners, and violent incidents continued to be rare. Support for victims of bullying was reasonable. Security procedures remained proportionate. The availability and use of illicit drugs had increased since the previous inspection. There were few incidents of self-harm, and support for those at risk remained very good. **Outcomes for prisoners were good against this healthy prison test.***

S6 *At the last inspection in 2014, we found that outcomes for prisoners in Hollesley Bay were good against this healthy prison test. We made seven recommendations in the area of safety.⁵ At this inspection we found that three of the recommendations had been achieved and four had not been achieved.*

S7 Many prisoners had long journeys to the prison but they were treated well by escort staff. The reception area was welcoming, and processes were proportionate. First night accommodation was well equipped and exceptionally clean. All prisoners received a useful information leaflet on arrival, followed by an excellent and comprehensive peer-led induction.

S8 In our survey, most prisoners said that they felt safe at the establishment. Levels of violence were low, with few assaults and fights, and relatively little bullying among prisoners. Investigations into the small number of allegations of bullying were reasonably good and appropriate support was afforded to victims. We also saw evidence of good day-to-day informal support offered to the more vulnerable prisoners by officers on the house units. Formal systems to challenge violent and antisocial behaviour, through the CSIP⁶ case management approach, were planned but not yet in place.

S9 The number of adjudications had increased since the previous inspection but we found that some low-level breaches of prison rules could have been dealt with through the incentives and earned privileges (IEP) scheme. Although levels of use of force were low, governance was weak and body-worn cameras were underused.

S10 Security arrangements were generally proportionate and supported resettlement activity. Links between security and other departments were mostly good. Drug misuse had increased, reflected in much higher mandatory drug testing positive results than at the time of the previous inspection. A recent local analysis of drug misuse at the prison had identified that prisoners had moved away from using new psychoactive substances.⁷ There were comprehensive drug reduction strategies and an action plan, based on an up-to-date analysis of drug use.

S11 The number of self-harm incidents remained very low. Staff, Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) and peer workers provided a supportive environment for prisoners in crisis. On the rare occasions that an assessment, care in custody and teamwork (ACCT) case management document was

⁵ This included recommendations about substance use treatment, which in our updated Expectations (Version 5, 2017) now appear under the healthy prison area of respect.

⁶ Challenge, Support and Intervention Plan (CSIP) is a system used by some prisons to manage the most violent prisoners and support the most vulnerable prisoners in the system. Prisoners who are identified as the perpetrator of serious or repeated violence, or who are vulnerable due to being the victim of violence or bullying behaviour, are managed and supported on a plan with individualised targets and regular reviews.

⁷ NPS generally refers to synthetic cannabinoids, a growing number of man-made mind-altering chemicals that are either sprayed on dried, shredded plant material or paper so they can be smoked or sold as liquids to be vaporized and inhaled in e-cigarettes and other devices.

opened for prisoners at risk of suicide or self-harm, the quality of recording was good, with evidence of excellent support. Although there was an up-to-date safeguarding policy and links with the local authority, residential staff had a poor awareness of safeguarding.

Respect

S12 *Staff-prisoner relationships were very good but some prisoners' perceptions of victimisation by staff needed to be better understood. Peer workers were used extensively. Outside areas were excellent and residential units, with the exception of Bosmere unit, were in good condition. Most prisoners were negative about the quality of the food provided. Consultation arrangements were underdeveloped. Applications were managed well but the increase in the number of complaints submitted needed to be explored. Equality and diversity work was weak but there was little evidence of negative outcomes across most of the protected characteristics. Health care and substance misuse services were good. **Outcomes for prisoners were good against this healthy prison test.***

S13 *At the last inspection in 2014, we found that outcomes for prisoners were good against this healthy prison test. We made 15 recommendations in the area of respect. At this inspection we found that seven of the recommendations had been achieved and eight had not been achieved.*

S14 Most of the prisoners we spoke to were very positive about the way that staff treated them and appreciated the interest and level of trust shown towards them. In our survey, far more prisoners than at similar prisons said that staff had checked on them recently to see how they were getting on, and nearly three-quarters said that they had a member of staff they could turn to for help.

S15 In our survey and during the inspection, some prisoners said that they had felt threatened or intimidated by staff. These perceptions mainly centred around a perceived threat that they would be returned to closed conditions or be suspended from release on temporary licence (ROTL) if they transgressed in any way.

S16 The anti-bullying representatives' role was unclear, poorly advertised and lacked formal training.

S17 Residential accommodation was mostly good, and prisoners lived in decent conditions. There continued to be serious maintenance problems across the site, including a leaking roof on Hoxon unit. Outside areas were clean, pleasant and extremely well kept, but poorly lit.

S18 Access to clean clothing, bedding and cleaning materials was reasonably good. Prisoners could only receive one clothing parcel per year from their family.

S19 During the inspection, we received many negative comments about the quantity and quality of the food provided, and in our survey only 27% of prisoners said that it was good. The planned provision of self-catering facilities was a positive initiative. Far too many prison shop orders delivered to the prison were incorrect, which caused frustration for prisoners.

S20 Prisoner consultation forums were in place but not well promoted, and only a small number of prisoners were actively involved. The application system operated well. There had been a recent increase in the number of complaints submitted, and the reasons for this needed further investigation. Replies to complaints were timely and mostly adequate, although some we saw were abrupt and unsupportive.

S21 The lack of a court video-link facility continued to create unnecessary delays and disruption.

- S22 The strategic management of equality was less well developed than at the time of the previous inspection. There was no local equality and diversity strategy and the equality action plan was limited. There were no specific consultation groups running for prisoners with protected characteristics, other than the equality action team meeting.
- S23 Local equality monitoring for black and minority ethnic prisoners, across a range of areas, took place monthly. However, the outcomes were not well communicated to prisoners and therefore did not help to counter this group's perceptions about being treated less favourably than their white counterparts. Data from the national equality monitoring tool were not considered, even though they showed some differences in the number of adjudications and of complaints submitted among black and minority ethnic prisoners and younger prisoners.
- S24 Few discrimination incident report forms (DIRFs) were submitted, and prisoners we spoke to had limited confidence in the system. We found that investigations into DIRFs were not sufficiently robust and there was too little quality assurance of replies.
- S25 Samforde unit provided excellent accommodation for around half of the older prisoners held but the needs of prisoners with disabilities were not fully met. There was still no systematic oversight to ensure that reasonable adjustments were made for these prisoners or that their needs were monitored as part of a care plan. Not all prisoners who needed a personal emergency evacuation plan had one and there was no formal 'buddy' scheme.
- S26 The chaplaincy was well integrated into prison life and provided a wide range of services.
- S27 The overall governance of health services was effective and links with the prison were good. Health promotion activity had improved but there was still no prison-wide strategy for health promotion. A wide range of primary care services was available, and these were easily accessible to all prisoners, although the waiting times to see the optician and the dentist, and to access smoking cessation services, were too long.
- S28 Prisoners who arrived with social care needs were identified and supported, but there was no systematic way of identifying new needs as they arose during prisoners' time at the establishment.
- S29 There had been an increase in demand for mental health services since the previous inspection. Provision met patient need, but the service was too reliant on one member of staff. There was a wide range of mental health interventions, with impressive links with the community to support prisoners with low-level mental health issues.
- S30 Substance use services were well established. Appropriate clinical and psychosocial interventions were provided for those in need. Medicines were well managed. The quality of dental services was good.

Purposeful activity

S31 *Prisoners had up to 17 hours a day out of their rooms and had excellent access around the prison grounds. Library and gym provision was positive. Learning and skills provision was reasonably good, and leadership and management were strong. Ofsted identified some key areas for improvement, including the quality of teaching in vocational training, the provision of careers advice and guidance, and more robust evidence of outcomes following release. **Outcomes for prisoners were reasonably good against this healthy prison test.***

S32 *At the last inspection in 2014, we found that outcomes for prisoners in Hollesley Bay were good against this healthy prison test. We made no recommendations in this area.*

S33 The amount of time out of cell remained excellent; prisoners were never locked up and could spend up to 17 hours a day out of their room. They had good access to the outside areas and could participate in a reasonable range of recreational activities.

S34 Access to the library and the gym was very good. The library was well used, and stocked to support educational as well as recreational reading. In addition, regular events and activities were held to encourage reading. The gym was also a good facility and offered a range of vocational qualifications at levels 2 and 3.

S35 There were excellent and productive relationships between prison managers and regional employers, particularly in regard to unpaid community work. The number of paid work opportunities locally was limited.

S36 The prison offered a wide range of educational and vocational training programmes, based on a thorough needs analysis, to improve prisoners' employment prospects. The prison provided little accreditation for men working in prison industries. Quality improvement procedures were robust. There was a lack of structured, high-quality careers guidance.

S37 Tutors planned learning sessions well, including a wide range of engaging and interactive activities that prisoners enjoyed. Prisoners developed good skills in English and mathematics. Those with additional learning needs received good support and achieved well. Too many vocational tutors failed to challenge prisoners effectively to reach their full potential.

S38 Prisoners developed good vocational, personal and social skills. Their behaviour during purposeful activity was exemplary and their punctuality and attendance were good. Prisoners were highly motivated to learn and to use their time in custody productively.

S39 Achievement rates on most courses were high. The standard of work by most prisoners was good. However, prison managers did not have accurate data on outcomes after release from the prison.

Rehabilitation and release planning

S40 *The extensive use of release on temporary licence helped prisoners to maintain family ties. The strategic management of resettlement was reasonably good but the needs analysis was limited. Preparation for the arrival of prisoners convicted of sex offences was at a very early stage. Offender management had improved and prisoners experienced good levels of contact. Too many prisoners still arrived in open conditions without a full assessment of their risks, and public protection measures were very weak. Support for accommodation, and finance, benefit and debt needs was reasonably good* **Outcomes for prisoners were reasonably good against this healthy prison test.**

S41 *At the last inspection in 2014, we found that outcomes for prisoners in Hollesley Bay were reasonably good against this healthy prison test. We made eight recommendations in the area of resettlement. At this inspection we found that four of the recommendations had been achieved, one had been partially achieved and three had not been achieved.*

S42 Provision to promote contact with children and families had improved. A strategy was in place and also an action plan to implement the recommendations from the Farmer Review.⁸ ROTL was used extensively to promote family ties.

S43 The number of visit sessions did not always meet demand. Although the visits hall was welcoming, children's play facilities were inadequate. Most families travelled a long distance to attend visits, and the prison did not provide visitors with help in getting from public transport stations to the prison.

S44 Some prisoners did not receive visits from family or friends. In order to support them the prison provided structured and supervised visits to local places and, for some deemed suitable, ROTL opportunities to visit local towns. Prisoners approved for day release had to be collected and returned in a car by their family members, which was an unnecessary restriction.

S45 The strategic management of reducing reoffending was reasonably good but the needs analysis was too limited to enable a full understanding of the offending-related and resettlement needs of the diverse range of prisoners held at the establishment. The reducing reoffending action plan was limited; for example, it did not identify the necessary improvements that could be made to ROTL provision. ROTL continued to be used extensively to promote resettlement, and most eligible men were able to benefit from this.

S46 The prison was due to receive a large number of prisoners convicted of sex offences, and the planning and preparation to be undertaken to accommodate them were at a very early stage.

S47 The offender management unit (OMU) was not always integrated well enough into the work of the prison, and information exchange with offender supervisors was sometimes too limited.

S48 About 20% of prisoners presented a high risk of harm to others, and almost half of all men required more extensive assessments for ROTL. The OMU was better staffed than at the time of the previous inspection and probation officers now managed all high-risk cases.

⁸ The Farmer review was published in 2017. It was conducted by Michael Farmer, who was commissioned by the Secretary of State to investigate how supporting men in prison in England and Wales to engage with their families could reduce reoffending and assist in addressing the intergenerational transmission of crime. See www.gov.uk/government/publications

- S49 About 40% of prisoners arrived in open conditions without a full assessment of their risk and needs. The quality of completed offender assessment system (OASys) assessments was generally good. Sentence plan objectives were clearer, and focused on specific outcomes.
- S50 A dedicated weekly induction session, a weekly OMU drop-in surgery and the use of peer workers to channel enquiries to offender supervisors helped to improve communication. Contact with offender supervisors was reasonably good and appropriately focused on events such as ROTL and parole hearings. There was good support for prisoners serving indeterminate sentences.
- S51 Home detention curfew processes were sound. However, of those approved, some were held in prison beyond their eligibility date owing to a lack of Bail Accommodation and Support Service accommodation in the community.
- S52 The bimonthly interdepartmental risk management team meeting was well attended and appropriately discussed all high risk of harm cases. However, it was undermined by weak public protection procedures. About 10% of the prison population presented a medium or high risk of harm to children. New prisoners who potentially posed a risk to children were not always promptly assessed, and contact restrictions were not always applied in the interim. The monitoring of mail and telephone contact was poor. Multi-agency public protection arrangements (MAPPAs) management levels were rarely confirmed with the National Probation Service offender manager before starting ROTL, and the OMU was inappropriately setting its own MAPPA level. All prisoners attended ROTL boards, which helped to promote their engagement in risk management.
- S53 The number of prisoners being returned to closed conditions had increased from an average of nine to 15 a month. Open conditions suitability assessment meetings were not sufficiently multidisciplinary and did not always evidence defensible decision-making. Prisoners returned to closed conditions were still routinely recategorised, which may have been unnecessary in some cases.
- S54 There was no comprehensive analysis of needs to evidence the range of offence-focused interventions needed, and prisoners rarely attended community-based accredited offender behaviour programmes. The Firebreak course was a well-established and impressive intervention to help prisoners to build their confidence and work as a team.
- S55 There was little demand for help with accommodation on release, and prisoners received good support from the community rehabilitation company (CRC) worker. The number of prisoners released to suitable and sustainable accommodation was still not monitored well enough and a small proportion of men had been released homeless. Support for prisoners for finance, benefit and debt problems was reasonable and there was good provision for opening bank accounts.
- S56 There were about 35 releases a month. CRC resources were too limited to be fully effective, and peer workers routinely interviewed prisoners to review their resettlement needs, which was inappropriate.

Main concern and recommendation

S57 Concern: About 10% of the prison population presented a medium or high risk of harm to children. Assessments of the risks were not always undertaken promptly enough following arrival at the prison, and contact restrictions were not always applied in the interim. The monitoring of mail and telephone contact was poor. MAPPA management levels were not always confirmed with the National Probation Service offender manager.

Recommendation: The application of national procedures to protect the public, including children, from harm should be applied robustly. This should include the prompt application of contact restrictions, where necessary, and more effective monitoring of mail and telephone calls in relevant cases. Every possible action should be taken to confirm the multi-agency public protection arrangements (MAPPA) management level with the National Probation Service in the lead-up to release, including release on temporary licence events.

Section 1. Safety

Prisoners, particularly the most vulnerable, are held safely.

Early days in custody

Expected outcomes:

Prisoners transferring to and from the prison are safe and treated decently. On arrival prisoners are safe and treated with respect. Risks are identified and addressed at reception. Prisoners are supported on their first night. Induction is comprehensive.

- I.1 Most prisoners had journeys of more than two hours to the establishment. All new prisoners we spoke to said that they had been treated well by escort staff, and none had been handcuffed at any stage. On arrival, prisoners were swiftly disembarked from vans. However, none of the new arrivals we met had been given any information about Hollesley Bay before transfer.
- I.2 The reception area was clean and welcoming. New arrivals were given a hot drink and greeted by peer workers, who told them what would happen next and went through the next two weeks' meal choices. In our survey, 97% of respondents said that they had been treated very or quite well in reception and we observed prison and health services staff interacting well with new arrivals. A nurse carried out a health care screening with each new prisoner in private. In our survey, fewer respondents than at the time of the previous inspection said that they had spent less than two hours in reception (80% versus 94%). We could not find an obvious reason for this, other than the fact that many new prisoners arrived with large amounts of property, the processing of which caused some delays.
- I.3 Nearly all of the first night processes took place on Blything unit, the induction unit, which had a good environment and was exceptionally clean. Prisoners received a private interview with a member of staff. They were located in clean and well-equipped rooms and given a booklet outlining key information about the prison. All new arrivals were given a meal and had access to a shower on their first night.
- I.4 All prisoners received an excellent induction. The five-day programme was peer led, covered all aspects of prison life and included a tour of the establishment. Once induction had been completed, new arrivals were swiftly allocated to an activity.

Managing behaviour

Expected outcomes:

Prisoners live in a safe, well ordered and motivational environment where their positive behaviour is promoted and rewarded. Unacceptable conduct is dealt with in an objective, fair, proportionate and consistent manner.

Encouraging positive behaviour

- I.5 Levels of violence were low, with few assaults and fights, and little evidence of bullying among prisoners. In our survey, only 7% of respondents said that they currently felt unsafe. There had been three assaults on prisoners and two assaults on staff in the previous six months, which was similar to the situation at the time of the previous inspection.

- I.6** About a third of respondents to our survey said that they had been intimidated by staff at some time. The reasons for this were unclear, but many we spoke to attributed it to a small number of staff with a poor attitude, along with a widely perceived idea that they could be returned to closed conditions (see paragraph 2.2).
- I.7** We saw evidence of staff on the house units offering good day-to-day informal support to the more vulnerable prisoners. Good entries in casenotes demonstrated that officers checked on prisoners they had concerns about (see also section on staff–prisoner relationships).
- I.8** There were very few allegations of bullying by prisoners (about eight in the previous six months), and these were all low level, mostly involving name calling. Investigations by staff were reasonably good and appropriate support was given to victims.
- I.9** Formal systems to challenge violent and antisocial behaviour, through the CSIP⁹ case management approach, were planned but not yet in place. Perpetrators of violence were quickly transferred to closed conditions as a matter of policy.
- I.10** Although numbers were low, data on violence were recorded and analysed reasonably well, so that patterns and trends could be identified. Investigations of alleged incidents conducted by safer custody staff were reasonably good, although in one or two of the records we looked at they had been cursory and failed to deal with the issues at hand. A monthly safer custody committee monitored the progress against the violence reduction and suicide prevention strategies. Meetings were reasonably well attended and minutes reflected appropriately focused discussions.
- I.11** The use of peer supporters as anti-bullying representatives continued, but their role remained unclear, poorly advertised and lacked management oversight. More than half said that they would deal with bullying among prisoners as it happened, often without any input from staff. They attended the safer custody meeting but said that they had no other formal contact with the safer custody team. In a focus group we held with them, nearly all complained that their work was not always appreciated by staff and, again, talked of a very small number of officers who seemed deliberately to intimidate prisoners.
- I.12** The incentives and earned privileges (IEP) scheme was well managed and most prisoners we spoke to said that it encouraged positive behaviour. Most prisoners were on the enhanced level of the scheme, relatively few on the standard level and none on the basic level. It was clear that the open environment, the ability to take a good deal of control of their lives and the opportunity to work in the community were powerful motivators for prisoners and encouraged good behaviour.

Adjudications

- I.13** There had been 118 adjudications in the previous six months, which was higher than at the time of the previous inspection and but still lower than we usually see at open prisons. Most were for possession of unauthorised articles or for failing to comply with licence conditions.
- I.14** The records of hearings we examined were fair and demonstrated adequate enquiry. However, some cases were minor, and less formal systems, such as the IEP scheme, were not always used sufficiently to deal with instances of low-level poor behaviour.

⁹ Challenge, Support and Intervention Plan (CSIP) is a system used by some prisons to manage the most violent prisoners and support the most vulnerable prisoners in the system. Prisoners who are identified as the perpetrator of serious or repeated violence, or who are vulnerable due to being the victim of violence or bullying behaviour, are managed and supported on a plan with individualised targets and regular reviews.

- I.15** The governance of adjudication processes was good. Data on the number and nature of adjudications were presented at the senior management team meetings, where they were noted, categorised and used to identify and address trends.

Use of force

- I.16** Levels of use of force were very low. Of 76 incidents recorded as use of force in the previous six months, only three involved the use of force to help to control a prisoner. The rest were recordings of the use of escort handcuffs for prisoners about to be transferred to closed conditions.
- I.17** Oversight and governance of the use of force were underdeveloped. Incidents were not scrutinised sufficiently by senior staff, reports from officers did not always give assurance that force was used as a last resort and, although officers wore body cameras, they were not always switched on during incidents.

Recommendations

- I.18 All use of force incidents should be scrutinised by senior staff to ensure that force is only used as a last resort.**
- I.19 Body-worn cameras should be used during all use of force incidents.**

Segregation

- I.20** As at the time of the previous inspection, there was no segregation unit. There were four holding cells in reception if prisoners needed to be held securely. The daily reception checklist recorded the use of these cells, and showed that prisoners generally spent less than two hours locked in them before transfers back to closed conditions took place.

Security

Expected outcomes:

Security and good order are maintained through an attention to physical and procedural matters, including effective security intelligence and positive staff-prisoner relationships. Prisoners are safe from exposure to substance misuse and effective drug supply reduction measures are in place.

- I.21** Security arrangements were generally proportionate and supported resettlement activity, although there were a few exceptions. For example, the risk assessments carried out for returning prisoners to open conditions were not always multidisciplinary and there was insufficient exploration of all relevant factors. In addition, the routine double handcuffing of prisoners before their transfer back to closed prisons was not always proportionate to the risk they presented. Communication between the security department and the offender management unit was sometimes ineffective, particularly concerning public protection issues (see also paragraph 4.30).
- I.22** However, overall, most of the security risk assessments and subsequent management systems we reviewed were effective and included information about prisoners' custodial behaviour as well as historical data. Searching of prisoners' accommodation was carried out proportionately and there were regular checks of the prison grounds, along with routine

searches of communal areas and activities buildings. Strip-searching was intelligence or suspicion led, properly authorised and used appropriately.

- I.23** The management of intelligence was generally effective and there was a good flow of information into the security department. The security team analysed common patterns in information and monitored the progress of actions generated by information reports. Information from these and other incident reports was collated into an intelligence report and presented to the security committee, which agreed security objectives. However, due to staff shortages, there had been delays in processing information reports, which had resulted in a backlog.
- I.24** Contributions at monthly security committee meetings were good and reflected the high priority given to security information and intelligence. Meetings were well attended, key threats to the prison were identified and security objectives were agreed through the appropriate consideration of intelligence. Links between security and other departments, such as the drug strategy and safer custody team, were mainly very good.
- I.25** Drug misuse had increased substantially. Mandatory drug testing positive rates were much higher than at the time of the previous inspection (11% versus 1%). In our survey, 37% of respondents said that it was easy to get drugs, and 29% alcohol, at the prison.
- I.26** A local analysis of drug and alcohol misuse, conducted earlier in 2018, had identified that prisoners had moved away from using the harmful new psychoactive substances (NPS)¹⁰ and that cannabis was now the preferred drug. We calculated that about 59% of all positive drug test results in the previous year had been for cannabis, with no positive results for NPS in the previous six months. The use of cocaine and steroids was an emerging problem.
- I.27** There were comprehensive drug reduction strategies, including separate policies for reducing the use of NPS and steroids. There was a wide-ranging supply reduction action plan, which was reviewed at well-attended drug strategy meetings. Security, health care and substance misuse services worked well together to address alcohol and drug issues.
- I.28** Suspicion and compliance testing was well supported and carried out quickly. The number of target searches had increased considerably over the previous few months and there had been a good success rate in finds of illicit drugs and alcohol. We calculated that more than a quarter of all transfers of prisoners back to closed conditions were due to illicit drug or alcohol use.

Recommendations

- I.29 Risk assessments to determine if a return to closed conditions is necessary should be multidisciplinary and should show sufficient exploration of all relevant factors relating to the risks presented.**
- I.30 Decisions to use handcuffs should be based on an individual risk assessment.**
(Repeated recommendation I.45)

¹⁰ NPS generally refers to synthetic cannabinoids, a growing number of man-made mind-altering chemicals that are either sprayed on dried, shredded plant material or paper so they can be smoked or sold as liquids to be vaporized and inhaled in e-cigarettes and other devices.

Safeguarding

Expected outcomes:

The prison provides a safe environment which reduces the risk of self-harm and suicide. Prisoners at risk of self-harm or suicide are identified and given appropriate care and support. All vulnerable adults are identified, protected from harm and neglect and receive effective care and support.

Suicide and self-harm prevention

- I.31** There had been no deaths at the prison since the previous inspection, and incidents of self-harm remained rare. There had been three such incidents in the previous six months, and eight prisoners had been subject to assessment, care in custody and teamwork (ACCT) case management over the same period. Prisoners at risk of self-harm received good day-to-day care from staff, peer workers and Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners), and all continued to participate in a regime that offered activity and regular interaction with staff and other prisoners.
- I.32** The ACCTs that we reviewed were of good quality, with initial assessments leading to swift practical actions, including telephone calls home. Reviews were generally well attended and consistently chaired, and the ongoing log evidenced consistent care on the residential units.
- I.33** A team of six Listeners provided prisoners with support but were rarely required. There was no Listener suite but prisoners were able to receive support in their rooms. All prisoners we spoke to who had been on an ACCT document said that they had been well supported by staff and prisoners.
- I.34** We found that there had been at least one constant watch in recent months but no log was kept. The prisoner involved told us that he had been well cared for and had had access to a normal regime, with good support from staff. Only prisoners whose needs could not be met at the establishment were returned to closed conditions; these prisoners were not recategorised and were returned to Hollesley Bay once their health improved.

Protection of adults at risk¹¹

- I.35** The prison had an up-to-date safeguarding policy and links with the local authority safeguarding board, and provided a safe environment for prisoners. However, officers on the house units continued to lack awareness about adult safeguarding.

¹¹ Safeguarding duties apply to an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs); and
- is experiencing, or is at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse and neglect (Care Act 2014).

Section 2. Respect

Prisoners are treated with respect for their human dignity.

Staff-prisoner relationships

Expected outcomes:

Prisoners are treated with respect by staff throughout their time in custody, and are encouraged to take responsibility for their own actions and decisions.

- 2.1 Most of the prisoners we spoke to were very positive about the way that staff treated them and appreciated the interest and level of trust shown towards them. This was reinforced by generally positive survey findings, with 76% of prisoners saying that most staff treated them respectfully.
- 2.2 However, some prisoners identified a small number of staff who they felt were punitive in their approach and disrespectful. This was also reflected in our survey, with 21% of respondents saying that staff members had verbally abused them, and 22% that a member of staff had threatened or intimidated them. We considered that these views were often linked to prisoners' perceptions that they would be returned to closed conditions or suspended from release on temporary licence if they transgressed in any way. These findings were concerning and needed to be explored, to establish if there were grounds for action to be taken.
- 2.3 The personal officer scheme worked well, and most prisoners knew who their personal officer was. In our survey, 73% of respondents said that there were staff they could turn to if they had a problem, and 46% that a member of staff had checked on them during the previous week to see how they were getting on, which was better than at similar prisons.
- 2.4 Wide use was made of peer mentors and orderlies across the prison and they played a constructive role in offering support to other prisoners, as well as giving individuals responsibility to help them to develop confidence. A useful guide had been produced, outlining the range of work and role covered by these prisoners, although this was not well publicised. In addition, the prisoners carrying out these roles received insufficient formal training.

Recommendation

- 2.5 **The negative perceptions expressed by some prisoners that a small number of staff were punitive in their approach towards them should be explored and addressed.**

Daily life

Expected outcomes:

Prisoners live in a clean and decent environment and are aware of the rules and routines of the prison. They are provided with essential basic services, are consulted regularly and can apply for additional services and assistance. The complaints and redress processes are efficient and fair.

Living conditions

- 2.6** There were nine residential units, which varied in size and design, spread across the 85-acre site. Generally, the standard of residential accommodation was good; most prisoners lived in decent conditions and seemed to appreciate this. Cells were well equipped and tidy. There was good access to showers and there were sufficient telephones on each of the residential units. Prisoners on Samforde unit, which mainly held older prisoners, were content because of the calm atmosphere and quiet there. Threadling unit was a small semi-independent living unit for those who were nearer their release or were working full-time out of the prison. The unit was calm and provided a positive environment, and prisoners living there particularly appreciated the self-catering facilities (see paragraphs 2.14 and 4.21).
- 2.7** Despite their best efforts, staff and prisoners continued to struggle with maintaining basic standards in the prefabricated and decrepit Bosmere unit, where many of the shower and toilet blocks were in very poor condition.
- 2.8** The outside areas and gardens were extremely well kept, but there was little external lighting across the site, which made it potentially hazardous to move around them after dark.
- 2.9** Almost all prisoners wore their own clothes and there were washing machines on each of the units. Apart from a ‘one-off’ winter pack, prisoners were not permitted to have clothing sent in by their family and friends.

Recommendation

- 2.10 Basic living conditions on the Bosmere unit should be improved to ensure decency, including refurbished and well-maintained showers.**

Residential services

- 2.11** The four-week menu cycle catered for all diets. However, only 27% of prisoners responding to our survey said that the food provided was very or quite good, and during the inspection we received an unusually high number of negative comments about the quantity and quality of the food served.
- 2.12** Food was served at normal mealtimes and most prisoners had the opportunity to dine communally.
- 2.13** The food was prepared in the kitchen building and dispatched to the units on heated trolleys. Given the distance between the kitchen and many of the units, there was an inevitable delay between the cooking and serving of the food, resulting in a deterioration in its quality.
- 2.14** The three prisoners living on Threadling unit were able to buy and cook their own food (see paragraph 2.6). In addition to the food served by the prison, the rest of the population had

use of domestic microwave ovens, toasters and refrigerators, which gave them some opportunities to prepare light meals. Work had recently started on installing cookers on one of the units.

- 2.15** Prisoners had opportunities to express their views about the food at the consultation meetings but most said that this did not result in changes.
- 2.16** The prison shop arrangements were inefficient and we received numerous complaints from staff and prisoners about this. Shop orders were made up at another prison and then sent to the establishment. However, despite the best efforts of staff on site, an average of just over 80 of the orders received each week contained mistakes. We were told that this was a longstanding problem which the prison had been unable to resolve with the contractor.
- 2.17** Prisoners arriving at the prison could wait up to 10 working days to receive their first shop order, increasing the risk of getting into debt. An administration charge of 50 pence continued to be charged for items ordered from catalogues.

Recommendations

- 2.18** **Prisoners' views about the quality of the food should be explored in greater depth and, where possible, changes should be made to increase their level of satisfaction.**
- 2.19** **The issues with the prison shop should be resolved, so that prisoners receive their correct order.**

Prisoner consultation, applications and redress

- 2.20** Prisoners had access to a range of consultation forums, which worked well for the limited number of men who participated. Those we spoke to who were not actively part of these meetings seemed unaware of the opportunities they had to become involved, as the forums were not widely advertised and minutes of the discussions that took place were not effectively disseminated.
- 2.21** A meeting, covering the whole of the prison, took place regularly. This was chaired by the governor or deputy, and prisoner representatives were normally present from all residential areas. Records indicated that these meetings were mainly used to impart information about changes taking place within the prison. In addition to this, unit-based meetings, which tended to focus on domestic issues, also took place, although these were ad hoc and minutes were not always produced. In our survey, 47% of respondents said that they were consulted about food, the prison shop, health care and residential issues, of whom only 35% said that things had changed as a result.
- 2.22** The application system operated well. Given the constructive nature of staff–prisoner relationships (see section on staff–prisoner relationships), many issues were resolved informally. Our survey showed that prisoners who had made a formal application were reasonably positive about the way it had been handled, and we received few complaints about this process from prisoners.
- 2.23** Over the previous three months, the number of complaints had almost doubled, to an average of 30 each month. Most of the problems raised related to relatively low-level domestic issues. Complaints were considered at the monthly performance meeting. We were told that there was no clear pattern or explanation for the increase in the number

submitted. Responses to complaints were timely and mostly adequate, although some we saw were abrupt and unsupportive.

- 2.24** The demand for legal services was low but provision was adequate and ad hoc advice was available on request from offender management staff. There were private visiting facilities for prisoners if they needed to see their legal representatives, and prisoners told us that this was easy to organise. The lack of a court video-link facility led to unnecessary escorts to courts across the country, some of which involved overnight stays at other prisons.

Recommendation

- 2.25 A court video link should be available.** (Repeated recommendation 1.3)

Equality, diversity and faith

Expected outcomes:

There is a clear approach to promoting equality of opportunity, eliminating unlawful discrimination and fostering good relationships. The distinct needs of prisoners with particular protected characteristics¹² and any other minority characteristics are recognised and addressed. Prisoners are able to practise their religion. The chaplaincy plays a full part in prison life and contributes to prisoners' overall care, support and rehabilitation.

Strategic management

- 2.26** The strategic management of equality was less well developed than at the time of the previous inspection. There was no local equality and diversity strategy, and the equality action plan was limited. Recommendations from the previous inspection had not been implemented, and the development of an understanding of equality and diversity issues among a non-diverse work force was not prioritised.
- 2.27** Each residential unit had an equality and diversity representative, who attended a monthly meeting of the equality action team (EAT). Equality unit link officers submitted regular written reports to the EAT meeting but not all of these focused on the full range of protected characteristics of prisoners. In addition, the actions agreed were not always followed up at the next meeting. Some prisoner representatives felt that the issues they brought to the meeting were not always given full consideration. There were no individual consultation groups for prisoners with protected characteristics.
- 2.28** The prison undertook monthly local equality monitoring, across a range of areas, in relation to the treatment of black and minority ethnic prisoners but this did not take place for other protected groups and there was no analysis of trends in outcomes for black and minority ethnic prisoners over time. The data showed that the treatment of black and minority ethnic prisoners was similar to that of their white counterparts but this was not well communicated to prisoners and therefore did not help to counter perceptions held by the former group that they experienced less favourable treatment (see below).
- 2.29** Data from the national equality monitoring tool, which showed some differences in the number of adjudications and of complaints submitted among younger and black and minority ethnic prisoners, were not considered by senior managers.

¹² The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

- 2.30** Few discrimination incident report forms (DIRFs) were submitted, with only five submitted by prisoners and two by staff in the previous nine months. Prisoners we spoke to said that they had no confidence in the system. We found that the standard of investigations was not always sufficiently robust and not all replies had been subject to quality assurance.

Recommendations

- 2.31** **The prison should routinely consult prisoners in the protected groups to ensure that their concerns and needs are identified and, where possible, addressed.**
(Repeated recommendation 2.25)
- 2.32** **Managers should consider both local and national equality monitoring data, and address inequitable outcomes.**

Protected characteristics

- 2.33** Thirty-four per cent of prisoners were from a black and minority ethnic background. In our survey, these prisoners reported mostly similar experiences to their white counterparts, although some we spoke to felt that they were treated less favourably. Although we found very little evidence to support this view, the lack of consultation meant that managers were not sighted on these perceptions.
- 2.34** Support for prisoners with disabilities was undermined by the absence of coordination and consultation, and the needs of these prisoners were not consistently identified and met. For example, one vulnerable man with a serious mobility problem had been left without the reasonable adjustments recommended for him several months earlier, and a much-needed adapted chair for the shower for those with mobility issues had remained uninstalled for a considerable period. There was no formal 'buddy' scheme to support prisoners with disabilities to complete basic day-to-day tasks, and not all men who needed a personal emergency evacuation plan had one.
- 2.35** Prisoners aged over 50 made up 28% of the population. Samforde unit provided excellent accommodation for around half of these prisoners, and included a garden and exercise room for their use only. In our survey, 92% of older prisoners said that staff treated them respectfully. Most continued to work, although there were few activities if they did not. Full pay was provided for those who had retired.
- 2.36** Only five foreign national prisoners were being held at the time of the inspection, and we were told that a forum would be started if there were 10 or more. Information about prison life was available in several different languages, and a telephone interpreting service was available, although not often used as the foreign nationals in the prison spoke good English.
- 2.37** There was no formal support available for gay or bisexual prisoners. Although there was a policy outlining support for transgender prisoners, the prison had never received such individuals.

Recommendation

- 2.38** **Reasonable adjustments for prisoners with disabilities should be swiftly completed. These prisoners should have access to practical support, such as a buddy scheme, which supports them in their day-to-day life at the prison.**

Faith and religion

- 2.39** Prisoners' spiritual needs were well met. In our survey, 78% of respondents said that their religious beliefs were respected, and 92% that they were able to attend religious services if they wanted to. Services were available across a range of faiths, and those eligible for temporary release could apply to attend worship in nearby community facilities. This particularly helped those following a minority faith not covered in the prison.
- 2.40** Christian and some non-Christian services took place in the well-appointed chapel, with Muslim observance taking place in a separate, well-equipped multi-faith room.
- 2.41** A varied programme of faith-based events was organised in conjunction with the catering department, to promote all the major religious festivals.
- 2.42** A new managing chaplain had been recently appointed after the post had remained vacant for 18 months. She attended all the main committee meetings held in the prison, including the senior management team, EAT and children and family engagement meetings, helping to embed the chaplaincy into the life of the prison.
- 2.43** All prisoners were seen by members of the chaplaincy soon after arrival, and those we spoke to said that they were approachable and helpful. They regularly provided support for prisoners suffering bereavement and dealing with other difficult family circumstances.
- 2.44** Prisoners were encouraged to drop in at the chaplaincy any time, and chaplains also visited the units. The team also provided cover for a nearby closed prison, which meant that a chaplain was not always available, although in urgent situations there was provision for one of the team to be contacted.

Health, well-being and social care

Expected outcomes:

Patients are cared for by services that assess and meet their health, social care and substance use needs and promote continuity of care on release. The standard of provision is similar to that which patients could expect to receive elsewhere in the community.

- 2.45** The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)¹³ and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies.

Strategy, clinical governance and partnerships

- 2.46** The CQC found no breaches of the relevant regulations.
- 2.47** Care UK Health and Rehabilitations Services Limited ('Care UK') provided health care services. Partnership working with the prison was effective, and appropriate governance meetings were in place.

¹³ CQC is the independent regulator of health and adult social care in England. It monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety. For information on CQC's standards of care and the action it takes to improve services, please visit: <http://www.cqc.org.uk>.

- 2.48** Prisoner health care representatives were available on each house unit, to provide information to prisoners and link with health services staff. Their monthly meetings did not always take place and there was no clear role description for them. However, owing to the recent recruitment of a well-being practitioner, there were now plans to restructure meetings and develop the health care representative role (see below).
- 2.49** As a result of training and development, there had been a recent increase in the number of staff reporting incidents. These were reported using Datix (the electronic health care incident reporting system), investigated promptly and discussed in team meetings, to encourage learning from such incidents.
- 2.50** Staffing levels were good and the interactions we witnessed were caring and professional. Nurses were available from 7am until 5pm each weekday, and until 2.30pm at the weekend. Nursing staff at nearby HMP Warren Hill were available for telephone advice and emergency support until 7.45pm each day. A local GP practice provided five sessions per week, which were shared on alternate week days with HMP Warren Hill. Out-of-hours cover was provided by the NHS 111 telephone line, and was used by prison staff.
- 2.51** Staff were well supported with appropriate training opportunities. All staff received regular clinical and managerial supervision. A daily multidisciplinary handover meeting provided a useful opportunity to share information.
- 2.52** All health services staff had access to SystemOne (the electronic clinical record), and record keeping was of high quality.
- 2.53** There was very good access to services. Three drop-in clinics were held on weekdays, where patients could see a nurse for triage, medication collection and general queries about their care.
- 2.54** The environment was clean, and there were now sufficient rooms for clinical activity. The flooring throughout the clinic rooms was due to be replaced.
- 2.55** Staff were well trained in emergency care and there was good access to equipment. Prisoners requiring emergency care at the local hospital were well managed.
- 2.56** There was a confidential health care complaints system, and only 17 complaints had been received since the start of the year. Complainants received a letter of acknowledgement, and their outcome letter included information on how their complaint had been investigated and details about any solutions. Managers monitored trends in complaints and used them to improve services.

Recommendation

- 2.57** **There should be a regular health care representative forum to inform service developments and enable collective concerns to be addressed.**

Promoting health and well-being

- 2.58** Health promotion activity had improved. Health-related literature was now freely available in the health centre and featured on noticeboards on the residential units. There was still no prison-wide strategy, but there were working links with the gym to promote health and well-being.

- 2.59** Health care representatives on the house units had limited involvement in health promotion activity. This was due to be reviewed with the recent addition of a well-being practitioner, who would be taking responsibility for supporting and developing the role of the health care representatives.
- 2.60** Prisoners could easily access NHS health checks, national screening programmes and blood-borne virus screening. At the time of the inspection, all eligible patients had received a flu vaccination.
- 2.61** Sexual health services were available and there were good links with local services. Condoms were available but not advertised.
- 2.62** Smoking cessation services were available to all prisoners, but the waiting time was too long, at 19 weeks. During the inspection, health services staff contacted all those on the waiting list to ascertain their continued need and review the process. We were assured that access to services would be addressed by the well-being practitioner in the near future.
- 2.63** Routine discharge clinics were held, to support those being released to access health services in the community. Medication and advice were provided appropriately.

Recommendation

- 2.64** **There should be regular, systematic health promotion campaigns delivered in conjunction with the prison.**

Primary care and inpatient services

- 2.65** All new arrivals were seen in private by a nurse, given an initial health screen and provided with information about health services. Onward referrals were made via SystemOne, which was now installed in reception, and a secondary health screen took place the following day.
- 2.66** An appropriate range of primary care services was available. Prisoners submitted an application for routine appointments, and had good access to three drop-in clinics per day, where they could easily speak to nursing and pharmacy staff. Waiting times for most services were reasonable but there were still excessive waits to see the optician and dentist, at 9 and 13 weeks, respectively.
- 2.67** Prisoners attending the early morning drop-in clinic to report unwell were treated quickly and assessed using recognised SystemOne templates to support clinical decision-making.
- 2.68** Eight prisoners with complex needs were discussed at a weekly complex care meeting. The patients we reviewed with long-term conditions received appropriate care, but not all care plans were updated regularly. This was being addressed via a care plan clinic, but progress was slow. At the time of the inspection, there were plans to introduce a generic long-term condition clinic, where all nurses could provide a range of care, and update care plans accordingly.
- 2.69** In the previous 12 months, two prisoners had received palliative care before compassionate release. We saw evidence of good team working with the prison, and meaningful family involvement.

- 2.70** The management of appointments for those referred to secondary services was good. Appointments were rarely cancelled. A system to follow up patients on return from their hospital appointments had recently been introduced, to ensure continuity of care.

Recommendation

- 2.71** **Prisoners should have timely access to optician and dental services.** (Repeated recommendation 2.68)

Social care

- 2.72** Although there were links between Suffolk County Council (SCC), the prison and the health services team, there was no memorandum of understanding in place. It was not clear which prison staff would have oversight of social care referrals, assessments and ongoing support.
- 2.73** A social care screen was completed by health services staff for all new arrivals in reception and we were confident that those in need would be quickly identified and referrals made. Care UK was not contracted by SCC to provide social care, but made referrals and supported assessments for prisoners in contact with the health care department. At the time of the inspection, no prisoners were receiving funded social care.
- 2.74** Although there was no formal peer supporter scheme, we noted a strong culture whereby prisoners would befriend and support one another. There was therefore a risk that any emerging social care needs could be hidden and not immediately come to the attention of prison or health services staff. There was no systematic way of identifying prisoners who developed social care needs. When we raised this during the inspection, health services staff immediately made contact with SCC, to organise a meeting to discuss the best way forward.

Recommendation

- 2.75** **There should be a memorandum of understanding and information sharing agreement between agencies, to outline appropriate joint service working on social care.**

Mental health care

- 2.76** Care UK provided primary and secondary mental health care. Since the previous inspection, the demand for mental health support had increased. Care was provided by a part-time health care support worker and a full-time agency mental health nurse. This nurse was well supported by their mental health colleagues at HMP Warren Hill, but the service was too reliant on one person. Care UK was actively recruiting a permanent mental health nurse and had recently employed a learning disability nurse and an administrator, who were due to take up post soon.
- 2.77** A psychiatrist attended once a month to complete reviews, and psychiatry input was available at any time by telephone. Resources from the local community were well utilised for patients needing primary and secondary care. These included counselling and psychological therapies for anxiety, stress, bereavement and trauma. Patients were given self-help guidance materials and information that was relevant to their care plans.

- 2.78** There was an open referral system, with an average of 10 referrals per month. Patients were seen promptly, and appropriate assessment and screening tools were routinely used. There were 45 patients on the secondary care caseload, and 11 prisoners with severe and enduring mental health problems were managed under the care programme approach (CPA). CPA plans included patients' strengths and development objectives, but not all reviews included attendance from a family member or other professionals.
- 2.79** Working relationships with other areas of the prison were generally positive. The dual diagnosis pathway ensured that substance use and mental health staff worked closely together.
- 2.80** The mental health team responded promptly to all relevant assessment, care in custody and teamwork (ACCT) case management reviews.
- 2.81** There had been no transfers under the Mental Health Act during the previous year. If prisoners became seriously unwell, they were transferred back to closed conditions, where there was more suitable provision for increased support.
- 2.82** Mental health awareness training had been delivered to 86% of custody staff, with more planned for those who required it.

Substance use treatment¹⁴

- 2.83** Phoenix Future Services provided psychosocial support for prisoners with substance use needs, and Care UK delivered clinical treatment. Both teams worked effectively with the prison to support the wider drug strategy and contribute to the continuous improvement plan.
- 2.84** Needs relating to substance use were identified in reception, and appropriate referrals made. All prisoners were seen during their prison induction and given information about substance use services and harm minimisation.
- 2.85** At the time of the inspection, Phoenix Future Services was supporting 65 prisoners (12% of the prison population). There was an open referral system and prisoners were automatically referred following a positive drug test and as a result of intelligence reports. Men were seen promptly for a comprehensive assessment following referral.
- 2.86** Prisoners had good access to an extensive range of one-to-one and group work, which included innovative sessions to help them adapt to category D conditions; family interventions and behavioural change work. There were no waiting times for groups.
- 2.87** Caseloads were manageable, and the team was well led, motivated and delivered good support to prisoners. Mutual aid was provided through co-facilitated groups and a small cohort of peer supporters. The peer supporters had a clear job description, signed a contract, and were well trained and supervised by Phoenix Future staff.
- 2.88** At the time of the inspection, 11 prisoners were receiving clinical opiate substitution treatment. Treatment was flexible, person centred and in line with national guidance, and all cases were reviewed by an appropriately trained GP.
- 2.89** Release planning arrangements were good. Naltrexone (an opiate blocker to support abstinence) and lofexidine (which provides symptomatic relief for withdrawal symptoms)

¹⁴ In the previous report substance use treatment was included within safety, while reintegration planning for drugs and alcohol came under rehabilitation and release planning (previously resettlement).

were now part of the available treatment options, and were requested from the in-house pharmacy team before a prisoner was released. There was good engagement with the offender management unit, and effective links with community services facilitated continuity of support post-release.

Medicines optimisation and pharmacy services

- 2.90** Medicines were dispensed by the in-house pharmacy, and most were individually labelled. They were appropriately stored in the pharmacy and administration room. Heat-sensitive medicines were stored in a refrigerator in the administration room; records showed that its temperature had been slightly below 2°C for around two months, rather than in the required range of 2–8°C, but this was being addressed.
- 2.91** Medicines were administered by pharmacy technicians and nurses each day between 7am and 8am, at 2.30pm and then at 4pm. Given the small gap between administration periods, slow-release medicines were used when administration would be too frequent. Night-time medication was issued as daily in-possession.
- 2.92** Supervised medicines, including controlled drugs, were administered appropriately from the dispensary into a private, restricted area.
- 2.93** There was an in-possession policy, with risk assessments that took both the drug and the patient into account. Spot checks of in-possession medication were completed where appropriate. Around 90% of patients received their medication in-possession, with around 60% on a monthly supply.
- 2.94** Nurses could supply an appropriate range of medicines to manage immediate health treatment at the drop-in clinics, or through patient group directions (which enable nurses to supply and administer prescription-only medicine).
- 2.95** There was a daily multidisciplinary handover meeting. This routinely resulted in patients being referred to the pharmacist for a medication consultation. The pharmacist conducted around 25 review consultations each week.
- 2.96** The pharmacy was investigating introducing a pharmacy shop, to enable patients to buy medicines which were prohibited on prescription because of cost. There was scope to supplement this with a greater range of patient group directions. The pharmacy was also in the process of introducing an out-of-hours cupboard, to enable medical staff to access 20 critical medicines in an emergency.

Dental services and oral health

- 2.97** Care UK subcontracted Community Dental Services CIC to provide a full range of NHS treatment, including oral health promotion. Overall, governance was effective.
- 2.98** In our survey, only 18% of prisoners said that it was very or quite easy to see a dentist. They had timely access to the dentist for urgent care but the waiting time for routine appointments was too long, at 13 weeks at the time of the inspection.
- 2.99** There was good provision for emergency dental care, and health services staff offered pain management when necessary.

2.100 The dental suite was spacious and well equipped. Dental apparatus was appropriately maintained. The X-ray machine was broken but was due to be replaced two weeks after the inspection. The flooring was also due to be replaced. The decontamination procedures were good.

Section 3. Purposeful activity

Prisoners are able and expected to engage in activity that is likely to benefit them.

Time out of cell

Expected outcomes:

All prisoners have sufficient time out of cell and are encouraged to engage in activities which support their rehabilitation.

- 3.1 The amount of time out of cell continued to be excellent; prisoners were never locked in their rooms. In the winter months, they had to be on their units from 7pm and were expected to be in their rooms from 11pm to 6am, which gave them up to 17 hours out of their rooms each day.
- 3.2 Association areas were spacious but some equipment was broken and the association area on Blything unit was not in use because of a serious leak in the roof. Access to the attractive outside areas was also good. The range of creative activities to promote learning and well-being, and support resettlement was underdeveloped.
- 3.3 The library was well stocked and welcoming. It was open during the day, in the evenings and at weekends. As a consequence, the number of active borrowers was high, at around 80% of the population. The librarian monitored use by ethnicity, age and living unit, to ensure equality of access.
- 3.4 There were good links between the librarian and education staff, and prisoners had access to a range of materials to support education and vocational training. In addition, there were resources to support reading for leisure, including fiction, non-fiction, easy-reads, audio books newspapers and magazines. Prisoners could also access legal texts and Prison Service Instructions if needed. The library provided an adequate range of material for the needs of the population. There was a wide range of books in languages other than English. Inter-library loan arrangements were good.
- 3.5 There was a programme of events and author visits to promote reading, and the library participated in the Reading Ahead scheme, which invites participants to pick six reads and record, rate and review them in a diary, in order to get a certificate. In addition, the Shannon Trust facilitated Turning Pages, a mentoring scheme to help prisoners learn to read. The librarian facilitated Storybook Dads, in which prisoners record stories for their children, but the take-up was low, with 17 prisoners accessing the scheme in the previous six months.
- 3.6 All prisoners could use the gym four times a week, access the sports hall on other evenings and participate in football or cricket at the weekend.
- 3.7 There was a wide range of vocational PE qualifications, including coaching qualifications at levels 2 and 3. Prisoners could also access a course run by Chelsea Football Club and Barnardo's, supporting parenting and family ties. Over 100 prisoners had participated in these courses over the previous six months. The inter-unit football competition enabled prisoners to compete weekly and be selected for the prison team, which played in a local league.

- 3.8** Facilities for exercise were generally good but some, including the tennis courts, were in need of maintenance. A wide range of PE sessions was provided, including circuit training, games and classes specifically for older prisoners and those who had been referred by the GP. The provision was well managed, and opportunities for exercise were promoted to all prisoners on induction.

Good practice

- 3.9** *The librarian regularly monitored use by age, ethnicity and living unit, to ensure equality of access to the library.*

Education, skills and work activities (Ofsted)¹⁵

Expected outcomes:

All prisoners can engage in activities that are purposeful, benefit them and increase their employability. Prisoners are encouraged and enabled to learn both during and after their sentence. The education, skills and work provision is of a good standard and is effective in meeting the needs of all prisoners.¹⁶

- 3.10** *Ofsted made the following assessments about the education, skills and work provision:*

Overall effectiveness of education, skills and work: **Good**

Achievements of prisoners engaged in education, skills and work: **Good**

Quality of education, skills and work provision, including the quality of teaching, training, learning and assessment: **Good**

Personal development and behaviour: **Good**

Leadership and management of education, skills and work: **Good**

Management of education, skills and work

- 3.11** Leaders and managers had carried out a detailed curriculum needs analysis, to ensure that the range of classroom and vocational training opportunities at the establishment reflected local and regional employment needs. The educational and vocational training provision provided by People Plus was judged to be good. The range of provision, including in English and mathematics, was wider than at the time of the previous inspection and met the needs of prisoners well.
- 3.12** Prison and People Plus managers had forged excellent links with employers that had resulted in around 25% of prisoners at any one time attending voluntary work placements or paid work while released on temporary licence. Although the number of prisoners in paid work was relatively low, these men were particularly well prepared for release from custody.

¹⁵ This part of the inspection is conducted by Ofsted inspectors using Ofsted's common inspection framework. This ensures that prisons are held accountable to the same standard of performance as further education colleges in the community.

¹⁶ In the previous report reintegration issues for education, skills and work were included within rehabilitation and release planning (previously resettlement).

Employers had participated in information and recruitment events at the prison which helped to motivate prisoners, and had led to a few receiving offers of work while they were still in custody.

- 3.13** Managers monitored the performance of different groups of prisoners well. Anecdotal and case study evidence suggested that many prisoners were successful in securing employment or a vocational training programme after their release. However, prison managers did not have up-to-date information on the education, training or employment that prisoners entered on release, which limited their ability to evaluate fully the impact of the curriculum offer.
- 3.14** Quality improvement arrangements, including self-assessment, were effective. The quality improvement plan was a well-considered and detailed document that had proved to be effective in maintaining good standards and tackling weaknesses. Managers made appropriate use of the results of observations of teaching and learning to support tutors with their professional practice. People Plus managers made good use of feedback from questionnaire surveys and prisoner forums to identify aspects of the provision that required improvement. Prisoners received prompt feedback on the actions that managers had taken to address their concerns.
- 3.15** Prison managers ensured that there were sufficient activity places to meet the needs of the population, and few prisoners were unemployed. The allocations process was efficient and effective. Following a five-day induction to the prison, new arrivals were promptly interviewed by the allocations team, who helped each prisoner to consider the vocational pathway that they wanted to follow during their time in the establishment. The team then assigned each prisoner to purposeful activity that met their needs and aptitudes.
- 3.16** Prison managers ensured that the few pay disparities did not act as a disincentive to prisoners who chose to attend learning, skills and work activities.
- 3.17** Prison leaders placed a high priority on developing prisoners' employability skills, including in English and mathematics, and they had successfully secured good attendance and punctuality to scheduled activities. Most community and paid work was of a high standard. Prison staff worked closely with employers and voluntary organisations to find placements, monitor progress and quickly resolve any concerns.
- 3.18** Prisoners had limited access to the virtual campus (internet access for prisoners to community education, training and employment opportunities), on one day during the week. Many of the jobs advertised there were out of date and of no value to prisoners. Staff distributed copies of local newspapers and information to prisoners, but these did not provide sufficient information about the full range of vacancies available locally.
- 3.19** Although prisoners were well prepared for their release, the prison provided only a limited careers advice and guidance service. Prison managers did not provide a pre-release course or structured careers guidance to help prisoners with long-term career goals.

Recommendations

- 3.20** Prison managers should ensure that they have accurate information on the education, training or employment that prisoners enter following their release, so that they can evaluate and monitor fully the impact of the curriculum on offer.
- 3.21** Prison managers should ensure that prisoners receive impartial careers advice and guidance when they arrive at the establishment and throughout their time in custody, so that they can plan their future after release more effectively.

Quality of provision

- 3.22** Tutors had high expectations of prisoners. They planned learning sessions effectively to meet the individual needs of prisoners well and, as a result, most made good progress against suitably challenging targets. Tutors were well qualified, experienced and enthusiastic about their subject and they made learning activities enjoyable and interactive, which motivated prisoners to learn.
- 3.23** Tutors used a variety of creative learning activities, such as games, competitions and puzzles, to engage prisoners. Learning resources in classrooms and workshops were carefully designed and relevant. For example, in the plumbing course, prisoners installed pipework in tight loft spaces and cramped rooms with limited access, which tutors had deliberately designed to replicate realistic domestic settings.
- 3.24** Prisoners produced work of a high standard. For example, those on the motor vehicle courses successfully completed car maintenance tasks such as replacing wheel bearings and brake pads, and re-gassing air conditioning systems. Prisoners on employability courses wrote well-crafted letters to potential employers, to ask about work experience and job opportunities.
- 3.25** Tutors made good use of the available information on prisoners' previous experience, skills and attainment in order to place them on a suitable course, at an appropriate level. As a result, prisoners made good progress in improving their skills and achieving their qualifications.
- 3.26** Tutors provided effective support for prisoners to improve their skills in English and mathematics. Prisoners recognised the correct terms used in their industry, such as 'trowel', 'vibrating poker', 'emulsion' and 'torque wrench', and could spell them accurately. Consequently, prisoners gained confidence in their abilities and realised the importance of clear communication in work and social situations.
- 3.27** Prisoners with special educational needs received effective support plans, which tutors used well to ensure that these prisoners made good progress.
- 3.28** Tutors effectively promoted equality and diversity in classroom and workshop sessions. Prisoners received accessible and interesting information about different faiths, religions and beliefs, which helped them to develop a sound understanding of minority faiths and cultures. They also learned about the importance of listening to the views of others and being sensitive to individual differences.
- 3.29** Most tutors provided prisoners with accurate and timely feedback on their work, especially in classroom-based lessons. This encouraged prisoners to recognise what they had done well and how they could improve the quality of their work. In vocational training, however,

tutors' feedback on prisoners' practical work was often too cursory and failed to motivate them to improve their work to the highest standards.

- 3.30** Although vocational tutors were mostly effective at challenging prisoners in learning sessions, they sometimes failed to ensure that prisoners applied themselves fully to producing high-quality work that met commercial standards. This resulted in, for example, plumbers not taking good enough care of the cleanliness of their work environment, and painters and decorators not always producing clear enough lines between different finishes.

Recommendations

- 3.31** **Prison and People Plus managers should ensure that vocational tutors provide detailed and constructive feedback on practical work, to help prisoners to improve.**
- 3.32** **Prison and People Plus managers should ensure that vocational tutors challenge prisoners to achieve high standards of professional workmanship that meets commercial expectations.**

Personal development and behaviour

- 3.33** Prisoners' behaviour in classrooms, workshops and industries was exemplary; they displayed courtesy and respect for their fellow prisoners, tutors and visitors. Their attendance and punctuality to scheduled activities were good. They took responsibility for their own learning seriously and were motivated to use their time in custody productively.
- 3.34** Prisoners developed good vocational, personal and social skills, which were likely to contribute significantly to a reduction in reoffending. Some received an offer of a job when they were still in custody, either when carrying out paid or voluntary work while released on temporary licence or through the prison's links with local employers.
- 3.35** The prison's peer mentoring programme enabled many prisoners to develop useful skills in team working, listening to others and guiding others, which trained them well for their role as mentors and also supported their own preparation for release from custody.
- 3.36** The opportunity for prisoners to study for a qualification related to their prison job was no longer available. Prison managers' decision to withdraw accredited courses in catering and industrial cleaning adversely affected the large number of prisoners working in the kitchens and on the residential units as cleaners.

Recommendation

- 3.37** **Prison managers should ensure that prisoners engaged in prison industries have an opportunity to study and achieve a qualification related to their job.**

Outcomes and achievements

- 3.38** Achievement rates for most classroom-based and vocational qualifications were high, with almost no differences in achievement between different groups of prisoners, including those with special educational needs. All groups of prisoners developed vocational skills and achieved well, which prepared them for their next steps.

- 3.39** Achievements were particularly high on vocational training courses. The number of prisoners who stayed to the end of their studies on most courses was also high. Achievement on a few courses, such as English at level 1, were lower, but still better than at similar prisons.
- 3.40** Most prisoners made good progress from their various starting points. They produced work of a standard consistent with the level of programme they were following. With the help of skilled and highly motivated vocational tutors, many prisoners had produced high-quality work, especially in site joinery, plumbing and vehicle maintenance.

Section 4. Rehabilitation and release planning

Prisoners are supported to maintain and develop relationships with their family and friends. Prisoners are helped to reduce their likelihood of reoffending and their risk of harm is managed effectively. Prisoners are prepared for their release back into the community.

Children and families and contact with the outside world

Expected outcomes:

The prison supports prisoners' contact with their families and friends. Programmes aimed at developing parenting and relationship skills are facilitated by the prison. Prisoners not receiving visits are supported in other ways to establish or maintain family support.

- 4.1 Provision to promote contact with children and families had improved. A children and families strategy was in place, and an action plan to implement recommendations from the Farmer review¹⁷ was being overseen by the children and families engagement team.
- 4.2 Ormiston Families, a third-sector organisation, had been commissioned to provide parenting workshops and one-to-one support for prisoners seeking to improve contact with their families, and Phoenix Futures provided similar support for prisoners involved with substance misuse.
- 4.3 Three family days had been held in the previous year. Short duration release on temporary licence (ROTL) had been used effectively to support family contact. ROTL events were also arranged for prisoners who did not receive visits (see also paragraph 4.21). Written feedback for each of these events had been positive. In addition, prisoners not receiving visits were offered the opportunity to have group days out to local areas, to promote their resettlement.
- 4.4 Ninety-five per cent of prisoners at Hollesley Bay were from outside of the Norfolk and Suffolk areas. In our survey, only 25% of prisoners said that their families found it easy to get to the prison, which was far worse than at other open prisons. In addition, only 19% of respondents said that they received visits from their families at least once a week. There were two visit sessions available each weekend, which could be booked up to three weeks beforehand.
- 4.5 All visits were oversubscribed and it was common for families or friends to be unable to book a visit in the first three weeks of a prisoner's arrival at the prison. There had been no evaluation of the visits provision and we were not confident that it was sufficient to meet the need.
- 4.6 The prison did not provide support to families arriving by public transport, despite the long distance to the nearest railway stations and very limited bus services.

¹⁷ The Farmer review was published in 2017. It was conducted by Michael Farmer, who was commissioned by the Secretary of State to investigate how supporting men in prison in England and Wales to engage with their families could reduce reoffending and assist in addressing the intergenerational transmission of crime. See www.gov.uk/government/publications

- 4.7** The visits hall was welcoming, although staff and prisoners alike told us that the children's play facilities were too limited, and the lack of a playworker made the visit more difficult to manage for families.
- 4.8** The prison had introduced a rule that prisoners going out on ROTL for the day had to be collected and taken back to the prison by their family member in a car. This was an unnecessary and costly restriction. Families who didn't have a car had to find a way of getting to the prison, which often meant the cost of hiring a taxi for both journeys. Other prisons we have inspected would allow the prisoner to travel to a nearby town to meet their family members.

Recommendations

- 4.9 Visits provision should meet demand.**
- 4.10 Prisoners on resettlement day release to maintain family ties should not be required to be collected and returned by family members in a car unless the risk assessment suggests that this is necessary.**

Reducing risk, rehabilitation and progression

Expected outcomes:

Planning for a prisoner's release starts on their arrival at the prison. Each prisoner has an allocated case manager and a custody plan designed to address their specific needs, manage risk of harm and reduce the risk of reoffending.

- 4.11** The strategic management of reducing reoffending was reasonably good overall. For example, the monthly resettlement meetings were well attended and there was good oversight of the use of ROTL for each of the resettlement pathways. However, the resettlement needs analysis was too limited as it was only based on responses to a prisoner survey and few prisoners had completed it. The needs analysis did not fully exploit available offender assessment system (OASys) and P-NOMIS (electronic case notes) data. The reducing reoffending strategy clearly outlined the existing provision but the action plan was too limited.
- 4.12** There were plans for the prison to hold a large number of prisoners convicted of sex offences. This change would have an impact on all areas of prison life, with particular ramifications for public protection work and the use of ROTL placements, and the necessary planning and preparation were at a very early stage. Much more needed to be done to ensure that this change could be made safely.
- 4.13** The offender management unit (OMU) was not always integrated well enough into the work of the prison. Information exchange with offender supervisors was sometimes too limited. For example, joint working between the OMU and security department in regard to monitoring arrangements was weak (see section on public protection), and offender supervisors were not consulted about returning prisoners to closed conditions (see paragraph 4.33).
- 4.14** ROTL continued to be used extensively to promote resettlement. There were about 2,500 events every month, which was broadly comparable to the number at other open prisons. In the cases we looked at, prisoners had had good, prompt access to ROTL. Two-thirds of the population had been at the prison for more than three months and were therefore eligible

to be considered for ROTL. In the previous month, an almost identical proportion of the population had undergone some form of ROTL.

- 4.15** The range of opportunities to allow prisoners to build family ties and work in the community was impressive. The development of family engagement ROTL (see paragraph 4.3) and short duration ROTL (see paragraph 4.21) was very positive. However, the number of prisoners accessing paid work was surprisingly low (only 33 prisoners each month, on average) and needed more attention (see also paragraph 3.12). Suspensions from ROTL were generally proportionate and the prisoner was informed of the decision at a board.
- 4.16** Almost half of the population required more extensive assessments for ROTL. Known as 'restricted ROTL' cases, this group included all indeterminate-sentenced prisoners, all multi-agency public protection arrangements (MAPPA)-eligible prisoners and all prisoners assessed as presenting a high or very high risk of harm. At the time of this inspection these risk assessments were robust and recent difficulties with undertaking the enhanced behaviour monitoring scheme had been overcome (see paragraph 4.32).
- 4.17** The quality of offender management had improved. The OMU was better staffed than at the time of the previous inspection, although 25% of uniformed offender supervisor time was still lost to cross-deployment. Appropriately, probation officers now managed all high-risk cases and most of those in which prisoners were subject to restricted ROTL, which was an improvement.
- 4.18** Too many prisoners, about 40%, arrived in open conditions without a full assessment of their risk and needs to inform their move (see also paragraph 4.33). There was now a much clearer expectation in the OMU that all new arrivals should have their OASys assessment reviewed in their first three months in open conditions, before they accessed ROTL. Good progress had been made but, at the time of the inspection, 18% of prisoners had not had a full OASys assessment completed within the previous 12 months. Three-quarters of these assessments were the responsibility of the prison.
- 4.19** The quality of OASys assessments was generally good. Sentence plan objectives had improved and were clearly focused on specific outcomes. Contact with offender supervisors was reasonably good, more purposeful than at the time of the previous inspection and appropriately focused on events such as ROTL and parole hearings. Offender supervisors often made good entries in separate contact logs, but these were not then reflected on P-NOMIS. This practice did not promote good information sharing to manage risk.
- 4.20** A dedicated weekly induction session for new arrivals, a weekly OMU drop-in surgery on the residential units and the use of peer workers in the prisoner information centre to channel enquiries to offender supervisors all helped to improve the OMU's communication with prisoners.
- 4.21** There was good support for the 70 prisoners serving indeterminate sentences. An experienced probation officer ran a regular forum for lifers and those serving indeterminate sentences for public protection. The introduction of short duration ROTL allowed long-serving prisoners with no family contact to go on town visits. The OMU had secured an award from the Hardman Trust¹⁸ to help this group – for example, by buying tools for their jobs. The establishment of the Threadling Unit, a small halfway house where three lifers lived semi-independently, was also positive (see paragraph 2.6 and section on daily life).
- 4.22** Home detention curfew (HDC) processes were sound. Of the 90 prisoners considered for release on HDC in the previous six months, 13 had been deemed unsuitable because of their

¹⁸ A charity that helps those who have been in prison for a long time to resettle on release, including supporting them to buy work equipment or enter further education.

offence, two had transferred and 75 had been approved for release. Of those approved, about 10% had been held in prison beyond their HDC eligibility date owing to a lack of available Bail Accommodation and Support Service accommodation in the community. During the inspection, one prisoner was being held in the prison six weeks beyond his eligibility date while he waited for a bed in the community.

Recommendations

- 4.23** The prison's needs analysis should make full use of offender assessment system (OASys) and P-NOMIS data, in order to identify and address gaps in provision.
- 4.24** Prisoners should only transfer to open conditions once a full and up-to-date assessment of their risk and needs has been carried out.
- 4.25** There should be sufficient places available in Bail Accommodation and Support Service accommodation to allow prisoners to be released on home detention curfew on their eligibility date.

Public protection

- 4.26** About 20% of the population were deemed high risk, about 10% had been assessed as presenting a medium or high risk to children, and 58% had been convicted of a violent or drug-related offence. The bimonthly interdepartmental risk management team meeting was well attended and appropriately discussed all high risk of harm cases. However, it was undermined by weak public protection procedures.
- 4.27** Prisoners who potentially posed a risk to children were not always promptly assessed on arrival. During the inspection, eight prisoners had an outstanding risk assessment. In the interim, the prison had not applied contact restrictions to these prisoners in order to manage the potential risk, in line with national guidance. Two of these men had already been allowed to stay overnight with family members on ROTL. Another prisoner had been assessed several months earlier as presenting a continuing risk to children but no contact restrictions had yet been applied and he had spent time in the community on ROTL (see main recommendation S57).
- 4.28** The monitoring of mail and telephone contact was very poor. Telephone monitoring had been suspended for several months owing to a lack of staff, and had only restarted in late summer 2018. Contact logs had insufficient detail and were not readily shared with offender supervisors (see paragraph 4.13). Mail room staff were not imposing contact restrictions, and did not know who should have been subject to these. No assessments had been completed recently to determine whether monitoring should be stopped or continued (see main recommendation S57).
- 4.29** Although public protection measures were weak systemically, at an individual casework level some of these shortcomings were mitigated. For example, in one case a probation officer had stopped a prisoner's ROTL after he had used it to contact his partner, in breach of a restraining order.
- 4.30** A total of 209 prisoners were eligible for MAPPAs (multi-agency public protection arrangements to support the safe release of prisoners into the community) management, representing about 40% of the population. MAPPAs management levels were rarely confirmed with the National Probation Service offender manager before prisoners started ROTL in the community. This meant that prisoners were spending time with their families and on town

visits without the same multi-agency oversight that was judged necessary when they were ultimately released from custody. The OMU was inappropriately setting its own notional MAPPA management levels. This practice was unhelpful and confusing, and there were no additional public protection measures put in place as a result (see main recommendation S57).

- 4.31** All prisoners attended ROTL boards with a manager and their offender supervisor. This helped to promote the prisoner's engagement in risk management. In the cases we looked at, there was sensible progression through accompanied ROTL, to help long-term prisoners to adjust gradually to time spent in the community.
- 4.32** As part of the enhanced behaviour monitoring process, prisoners subject to restricted ROTL were required to have a case file review from a psychologist. A large backlog of these reviews had built up earlier in 2018 and prisoners had been granted restricted ROTL without one. However, at the time of the inspection, the backlog had been cleared.

Categorisation and transfers

- 4.33** About 40% of prisoners had moved to Hollesley Bay without a full assessment of their risk and needs to inform that decision (see also paragraph 4.18). Since the previous inspection, the number of prisoners returned to closed conditions had increased by about 50%, from an average of nine to 15 each month. Managers held an open conditions suitability assessment (OCSA) meeting if there were serious concerns about a prisoner's risk. Of those prisoners discussed at an OCSA meeting, about two-thirds were sent back to closed conditions. These meetings were not sufficiently multidisciplinary; the OMU and substance misuse team were not routinely invited (see also paragraph 4.13). Meeting minutes did not always contain sufficient detail to evidence defensible decision-making.
- 4.34** Prisoners returned to closed conditions were still routinely recategorised to C, which may have been unnecessary in some cases. Although this was done for operational reasons (to ensure that a transfer to a closed prison was actioned by Her Majesty's Prison and Probation Service), it delayed a prisoner's return to Hollesley Bay if the allegations against him were later dismissed.

Recommendations

- 4.35 Meetings to discuss a prisoner's suitability for open conditions should be multidisciplinary. Decisions to return prisoners to closed conditions should be clearly evidenced and defensible.**
- 4.36 For prisoners returning to closed conditions, recategorisation to C should be supported by clear evidence.**

Interventions

Expected outcomes:

Prisoners are able to access interventions designed to promote successful rehabilitation.

- 4.37** Many prisoners arrived at the prison without an up-to-date OASys assessment and potentially still had outstanding offending behaviour work to complete (see also paragraph 4.18), but there was no comprehensive analysis of needs to evidence the range of offence-focused interventions that might be required. Prisoners rarely had the opportunity to attend

community-based accredited offender behaviour programmes, and at the time of the inspection none were undertaking ROTL for this purpose.

- 4.38** The Firebreak course, funded by CF03 (a European Union social fund designed to promote the social inclusion of offenders), was a well-established and impressive intervention to help prisoners to build their confidence and work as a team. The Essex Fire Service had run this one-week course at the prison for the previous two years, and over 100 prisoners had completed it. The chaplaincy continued to run the Sycamore Tree victim awareness programme about four times a year. This was well attended, and a common objective on sentence plans.
- 4.39** There was little demand for help with accommodation on release, and many prisoners made their own arrangements while out on ROTL. About eight men each month asked for help with housing. They received good support from the community rehabilitation company (CRC) worker, who referred them to social housing in their home areas (predominantly London and Essex). The number of prisoners released to suitable and sustainable accommodation was still not monitored well enough, so it was not possible to judge the effectiveness of the provision. However, the CRC's data on the accommodation that prisoners went to on the day of release suggested that a small proportion, about 5%, had been released homeless but it was unclear how many went to very temporary accommodation.
- 4.40** Support for prisoners for finance, benefit and debt problems was reasonable and there was good provision for opening bank accounts. They could open a basic bank account with the Halifax just before release, and those in paid work could open a Nationwide account while on ROTL. Jobcentre Plus staff attended twice a week and could help men to make an application online for Universal Credit. Citizens Advice staff held a surgery twice a month, and the Ipswich Building Society ran a monthly money management course.

Recommendations

- 4.41 The prison should undertake a comprehensive analysis of needs, to establish the range of offence-focused interventions required.**
- 4.42 The community rehabilitation company (CRC) should monitor the number of prisoners released to sustainable accommodation (12 weeks after release), to understand the effectiveness of provision.**

Release planning

Expected outcomes:

The specific reintegration needs of individual prisoners are met through an individual multi-agency plan to maximise the likelihood of successful reintegration into the community.

- 4.43** There were about 35 releases a month. CRC resources were too limited to be fully effective, with only one part-time CRC worker. She was enthusiastic and well organised but did not have enough time to see prisoners routinely. Therefore, a peer worker interviewed prisoners to review their resettlement needs at 12 and three weeks before release. He gathered basic information from prisoners, and the CRC worker then completed the resettlement plan review online and actioned any referrals. However, although the peer worker was extremely hard working, he had not been given proper training and we were concerned about prisoners disclosing potentially sensitive information to him, such as

whether accommodation might be unavailable to them due to sexual offending or domestic violence.

- 4.44** Although reviews of resettlement plans at both 12 and three weeks before release had been promptly completed in all the cases we looked at, outcomes from the CRC worker's referrals were not monitored in order to judge their effectiveness. As the establishment was in a remote location, on the day of release a prisoner driver could take men to Ipswich railway station, from where they made their onward journeys.

Recommendation

- 4.45** **The CRC should ensure that interviews to review resettlement plans are conducted by a trained member of staff.**

Section 5. Summary of recommendations and good practice

The following is a listing of repeated and new recommendations and examples of good practice included in this report. The reference numbers at the end of each refer to the paragraph location in the main report, and in the previous report where recommendations have been repeated.

Main recommendation

To the governor

- 5.1** The application of national procedures to protect the public, including children, from harm should be applied robustly. This should include the prompt application of contact restrictions, where necessary, and more effective monitoring of mail and telephone calls in relevant cases. Every possible action should be taken to confirm the multi-agency public protection arrangements (MAPPA) management level with the National Probation Service in the lead-up to release, including release on temporary licence events. (S57)

Recommendations

to HMPPS

Reducing risk, rehabilitation and progression

- 5.2** Prisoners should only transfer to open conditions once a full and up-to-date assessment of their risk and needs has been carried out. (4.24)
- 5.3** There should be sufficient places available in Bail Accommodation and Support Service accommodation to allow prisoners to be released on home detention curfew on their eligibility date. (4.25)

Recommendations

to the governor

Managing behaviour

- 5.4** All use of force incidents should be scrutinised by senior staff to ensure that force is only used as a last resort. (1.18)
- 5.5** Body-worn cameras should be used during all use of force incidents. (1.19)

Security

- 5.6** Risk assessments to determine if a return to closed conditions is necessary should be multidisciplinary and should show sufficient exploration of all relevant factors relating to the risks presented. (1.29)
- 5.7** Decisions to use handcuffs should be based on an individual risk assessment. (1.30, repeated recommendation 1.45)

Staff-prisoner relationships

- 5.8** The negative perceptions expressed by some prisoners that a small number of staff were punitive in their approach towards them should be explored and addressed. (2.5)

Daily life

- 5.9** Basic living conditions on the Bosmere unit should be improved to ensure decency, including refurbished and well-maintained showers. (2.10)
- 5.10** Prisoners' views about the quality of the food should be explored in greater depth and, where possible, changes should be made to increase their level of satisfaction. (2.18)
- 5.11** The issues with the prison shop should be resolved, so that prisoners receive their correct order. (2.19)
- 5.12** A court video link should be available. (2.25, repeated recommendation 1.3)

Equality, diversity and faith

- 5.13** The prison should routinely consult prisoners in the protected groups to ensure that their concerns and needs are identified and, where possible, addressed. (2.31, repeated recommendation 2.25)
- 5.14** Managers should consider both local and national equality monitoring data, and address inequitable outcomes. (2.32)
- 5.15** Reasonable adjustments for prisoners with disabilities should be swiftly completed. These prisoners should have access to practical support, such as a buddy scheme, which supports them in their day-to-day life at the prison. (2.38)

Health, well-being and social care

- 5.16** There should be a regular health care representative forum to inform service developments and enable collective concerns to be addressed. (2.57)
- 5.17** There should be regular, systematic health promotion campaigns delivered in conjunction with the prison. (2.64)
- 5.18** Prisoners should have timely access to optician and dental services. (2.71, repeated recommendation 2.68)
- 5.19** There should be a memorandum of understanding and information sharing agreement between agencies, to outline appropriate joint service working on social care. (2.75)

Education, skills and work activities

- 5.20** Prison managers should ensure that they have accurate information on the education, training or employment that prisoners enter following their release, so that they can evaluate and monitor fully the impact of the curriculum on offer. (3.20)
- 5.21** Prison managers should ensure that prisoners receive impartial careers advice and guidance when they arrive at the establishment and throughout their time in custody, so that they can plan their future after release more effectively. (3.21)

- 5.22** Prison and People Plus managers should ensure that vocational tutors provide detailed and constructive feedback on practical work, to help prisoners to improve. (3.31)
- 5.23** Prison and People Plus managers should ensure that vocational tutors challenge prisoners to achieve high standards of professional workmanship that meets commercial expectations. (3.32)
- 5.24** Prison managers should ensure that prisoners engaged in prison industries have an opportunity to study and achieve a qualification related to their job. (3.37)

Children and families and contact with the outside world

- 5.25** Visits provision should meet demand. (4.9)
- 5.26** Prisoners on resettlement day release to maintain family ties should not be required to be collected and returned by family members in a car unless the risk assessment suggests that this is necessary. (4.10)

Reducing risk, rehabilitation and progression

- 5.27** The prison's needs analysis should make full use of offender assessment system (OASys) and P-NOMIS data, in order to identify and address gaps in provision. (4.23)

Categorisation and transfers

- 5.28** Meetings to discuss a prisoner's suitability for open conditions should be multidisciplinary. Decisions to return prisoners to closed conditions should be clearly evidenced and defensible. (4.35)
- 5.29** For prisoners returning to closed conditions, recategorisation to C should be supported by clear evidence. (4.36)

Interventions

- 5.30** The prison should undertake a comprehensive analysis of needs, to establish the range of offence-focused interventions required. (4.41)
- 5.31** The community rehabilitation company (CRC) should monitor the number of prisoners released to sustainable accommodation (12 weeks after release), to understand the effectiveness of provision. (4.42)

Release planning

- 5.32** The CRC should ensure that interviews to review resettlement plans are conducted by a trained member of staff. (4.45)

Example of good practice

Time out of cell

- 5.33** The librarian regularly monitored use by age, ethnicity and living unit, to ensure equality of access to the library. (3.9)

Section 6. Appendices

Appendix I: Inspection team

Martin Lomas	Deputy Chief Inspector
Sandra Fieldhouse	Team leader
Jonathan Tickner	Inspector
Gordon Riach	Inspector
Angus Mulready-Jones	Inspector
Ian Macfadyen	Inspector
Fran Russell	Inspector
Martyn Griffiths	Inspector
Darren Wilkinson	Shadowing
Emma Sunley	Shadowing
Claudia Vince	Researcher
Charli Bradley	Researcher
Patricia Taflan	Researcher
Becky Duffield	Researcher
Liz Walsh	Health and social care inspector
Lynda Day	Care Quality Commission inspector
Peter Gibbs	Pharmacist
Jai Sharda	Ofsted inspector
Phil Romain	Ofsted inspector
Dan Grant	Ofsted inspector
Rebecca Parry	Ofsted inspector

Appendix II: Progress on recommendations from the last report

The following is a summary of the main findings from the last report and a list of all the recommendations made, organised under the four tests of a healthy prison. The reference numbers at the end of each recommendation refer to the paragraph location in the previous report. If a recommendation has been repeated in the main report, its new paragraph number is also provided. The recommendations in the main body of the report are based on the fifth edition of Expectations, but those below are based on the fourth edition. Their order may therefore differ slightly from the main report.

Safety

Prisoners, particularly the most vulnerable, are held safely.

At the last inspection, in 2014, many prisoners had long journeys to the prison but said escort staff treated them well. Support on arrival was generally good and prisoners received help to settle into life at the prison. Most prisoners felt safe and there were very few incidents. Support for those at risk of self-harm or suicide was good and adult safeguarding arrangements were developing. Security was generally proportionate. Drugs and alcohol were not widely available, and the supply reduction strategy was well managed, although Spice presented a challenge. The incentives and earned privileges (IEP) scheme was well managed. Formal disciplinary procedures were used appropriately, but there was little use of force. Substance misuse services were very good. Outcomes for prisoners were good against this healthy prison test.

Recommendations

A court video link should be available. (1.3)

Not achieved (recommendation repeated, 2.25)

Prisoners should receive a private first night interview with a member of staff. (1.10)

Achieved

The prison should investigate prisoners' perceptions about safety and address any concerns raised. (1.17)

Not achieved

The safeguarding adults framework document should be finalised and staff should understand safeguarding procedures for adults at risk. (1.25)

Not achieved

Decisions to use handcuffs should be based on an individual risk assessment. (1.45)

Not achieved (recommendation repeated, 1.30)

The drug strategy action plan should be updated, inform developments and detail lines of accountability. (1.53)

Achieved

The controlled drugs administration room should be more welcoming and security arrangements should be in line with what is required in open conditions. (1.54)

Achieved

Respect

Prisoners are treated with respect for their human dignity.

At the last inspection, in 2014, living conditions and the environment were generally very good. The Bosmere unit provided a poorer standard accommodation and its layout affected staff-prisoner interaction to some extent. Nevertheless, staff-prisoner relationships were very good and the personal officer scheme functioned well. Managers had invested in diversity work but black and minority ethnic prisoners were more likely than others to feel victimised by staff. The prison failed to provide sufficient support to some disabled prisoners. Responses to complaints were generally good. Legal services were adequate. Health services were good overall. Prisoners complained about the food and self-catering opportunities were limited. Canteen arrangements were reasonable. Outcomes for prisoners were good against this healthy prison test.

Main recommendation

The Bosmere unit should be upgraded or replaced with permanent accommodation. (S37)

Not achieved

Recommendations

The shower areas in the Stow unit should be refurbished. (2.7)

Achieved

Staff and personal officers in the Bosmere unit should check on and interact with prisoners in their care. (2.15)

Not achieved

The EAT should investigate when monitoring data consistently suggests inequitable outcomes for minority groups. (2.24)

Not achieved

The prison should routinely consult prisoners in the protected groups to ensure their concerns and needs are identified, and where possible, addressed. (2.25)

Not achieved (recommendation repeated, 2.31)

Suitable adapted accommodation should be available for prisoners with disabilities. (2.33)

Not achieved

All staff should have regular managerial and clinical supervision, as well as appropriate continuing professional development underpinned by a current performance appraisal. (2.56)

Achieved

There should be sufficient clinical rooms to provide a comprehensive service and all areas, including the dental suite, should comply with infection control guidelines. (2.57)

Achieved

Triage algorithms should be available to ensure decisions made are consistent and appropriate. (2.67)

Achieved

Prisoners should have timely access to optician and dental services. (2.68)

Not achieved (recommendation repeated, 2.71)

Prisoners should have access to pharmacist-led counselling sessions, clinics and medication reviews.

(2.76)

Achieved

The dental service should be informed by an up-to-date needs assessment. (2.82)

Achieved

Custodial staff should receive regular mental health awareness training. (2.88)

Achieved

Self-catering facilities should be improved, particularly for prisoners on long or indeterminate sentences. (2.94)

Not achieved

There should be no administration charge for catalogue orders. (2.99)

Not achieved

Purposeful activity

Prisoners are able, and expected, to engage in activity that is likely to benefit them.

At the last inspection, in 2014, prisoners were never locked up and had good access to pleasant outside areas. Management of learning and skills was outstanding and focused on providing appropriate vocational skills. There were excellent links with external agencies to enhance the provision. Sufficient activity places were available and an appropriate range focused on enhancing employability. The quality of provision and prisoners' achievement of qualifications were very good. The library and gym provided a wide range of opportunities, and prisoners' access to both was good. Outcomes for prisoners were good against this healthy prison test.

There were no recommendations made under this healthy prison area in the previous inspection.

Resettlement

Prisoners are prepared for their release back into the community and effectively helped to reduce the likelihood of reoffending.

At the last inspection, in 2014, resettlement was at the heart of the prison and prisoners were positive about having more responsibility as part of preparations for their release. ROTL was used well to support reintegration, but procedures needed to be updated to reflect national requirements. Some key offender management work was not being completed. Public protection arrangements were robust. Some arrangements for returning prisoners to closed conditions needed attention. Prisoners serving indeterminate sentences were generally positive about the opportunities available. Reintegration work was good and resettlement pathway support was generally sufficient. Outcomes for prisoners were reasonably good against this healthy prison test.

Main recommendation

OASys and ROTL procedures should be sufficiently rigorous to ensure risks to the public are effectively managed. (S38)

Not achieved

Recommendations

Formal supervision should be provided to all OSs. (4.21)

Achieved

Sentence planning objectives should be specific and focused on outcomes. (4.22)

Achieved

All prisoners should have planned case management meetings with their OS proportionate to their risk and needs. Meetings should be recorded. (4.23)

Partially achieved

When prisoners are returned to closed conditions there should be a clear record of who made the decision and the rationale for it; re-categorisation from D to C should only take place if there is clear evidence that this is required. (4.27)

Not achieved

The content and information on the virtual campus should be reviewed to ensure it is relevant for prisoners looking for work on release. (4.37)

Not achieved

There should be robust discharge planning processes in place to ensure continuity of care. (4.40)

Achieved

The prison should develop a strategic action plan that aims to ensure all prisoners have the opportunity to stay in contact with family and friends. (4.50)

Achieved

Appendix III: Prison population profile

Please note: the following figures were supplied by the establishment and any errors are the establishment's own.

Status	18–20-year-olds	21 and over	%
Sentenced	1	398	
Recall	0	8	
Convicted unsentenced	0	0	
Remand	0	0	
Civil prisoners	0	0	
Detainees	0	0	
Total	1	406	

Sentence	18–20-year-olds	21 and over	%
Unsentenced	0	0	
Less than six months	0	0	
six months to less than 12 months	0	1	
12 months to less than 2 years	0	5	
2 years to less than 4 years	1	73	
4 years to less than 10 years	0	268	
10 years and over (not life)	0	54	
ISPP (indeterminate sentence for public protection)	0	18	
Life	0	52	
Total	1	471	

Age	Number of prisoners	%
Please state minimum age here:		
Under 21 years	1	0.2
21 years to 29 years	113	23.9
30 years to 39 years	144	30.5
40 years to 49 years	91	19.3
50 years to 59 years	84	17.8
60 years to 69 years	29	6.1
70 plus years	10	2.1
Please state maximum age here:		
Total	471	

Nationality	18–20-year-olds	21 and over	%
British	1	464	98.5
Foreign nationals		7	1.5
Total	1	471	

Security category	18–20-year-olds	21 and over	%
Uncategorised unsentenced	0	0	
Uncategorised sentenced	0	0	
Category A	0	0	
Category B	0	0	
Category C	0	0	
Category D	1	471	100
Other	0	0	
Total	1	471	

Ethnicity	18–20-year-olds	21 and over	%
White			
British	0	275	
Irish	0	10	
Gypsy/Irish Traveller	0	4	
Other white	1	21	
Mixed			
White and black Caribbean	0	11	
White and black African	0	6	
White and Asian	0	0	
Other mixed	0	5	
Asian or Asian British			
Indian	0	11	
Pakistani	0	14	
Bangladeshi	0	14	
Chinese	0	1	
Other Asian	0	9	
Black or black British			
Caribbean	0	38	
African	0	21	
Other black	0	18	
Other ethnic group			
Arab	0	0	
Other ethnic group	0	9	
Not stated	0	5	
Total	1	471	

Religion	18–20-year-olds	21 and over	%
Baptist	0	1	
Church of England	1	81	
Roman Catholic	0	72	
Other Christian denominations	0	75	
Muslim	0	89	
Sikh	0	6	
Hindu	0	3	
Buddhist	0	15	
Jewish	0	5	
Other	0	12	
No religion	0	112	
Total	1	471	

Other demographics	18–20-year-olds	21 and over	%
Veteran (ex-armed services)		13	
Total		0	

Sentenced prisoners only

Length of stay	18–20-year-olds		21 and over	
	Number	%	Number	%
Less than 1 month	0		57	12.1
1 month to 3 months	1	100	99	21
3 months to six months	0		101	21.4
six months to 1 year	0		127	27
1 year to 2 years	0		85	18.1
2 years to 4 years	0		2	0.4
4 years or more	0		0	
Total	1		471	

Sentenced prisoners only

	18–20-year-olds	21 and over	%
Foreign nationals detained post sentence expiry	0	0	
Public protection cases (this does not refer to public protection sentence categories but cases requiring monitoring/restrictions).	0	0	
Total	0	0	

Unsentenced prisoners only (not applicable for HMP Hollesley Bay)

Length of stay	18–20-year-olds		21 and over	
	Number	%	Number	%
Less than 1 month				
1 month to 3 months				
3 months to six months				
six months to 1 year				
1 year to 2 years				
2 years to 4 years				
4 years or more				
Total				

Main offence	18–20-year-olds	21 and over	%
Violence against the person	0	108	
Sexual offences	0	1	
Burglary	1	33	
Robbery	0	44	
Theft and handling	0	2	
Fraud and forgery	0	23	
Drugs offences	0	129	
Other offences	0	131	
Civil offences	0	0	
Offence not recorded /holding warrant	0	0	
Total	1	471	

Appendix IV: Prisoner survey methodology and results

Prisoner survey methodology

A representative survey of prisoners is carried out at the start of every inspection, the results of which contribute to the evidence base for the inspection.

HM Inspectorate of Prisons (HMI Prisons) researchers have developed a self-completion questionnaire to support HMI Prisons' *Expectations*. The questionnaire consists of structured questions covering the prisoner 'journey' from reception to release, together with demographic and background questions which enable us to compare responses from different sub-groups of the prisoner population. There are also three open questions at the end of the questionnaire which allow prisoners to express, in their own words, what they find most positive and negative about the prison.¹⁹

The questionnaire is available in 14 languages and can also be administered via a telephone translation service if necessary.

The questionnaire was revised during 2016–17, in consultation with both inspectors and prisoners. The current version has been in use since September 2017.

Sampling

On the day of the survey a stratified random sample is drawn by HMI Prisons researchers from a P-NOMIS prisoner population printout ordered by cell location. Using a robust statistical formula HMI Prisons researchers calculate the minimum sample size required to ensure that the survey findings can be generalised to the entire population of the establishment.²⁰ In smaller establishments we may offer a questionnaire to the entire population.

Distributing and collecting questionnaires

HMI Prisons researchers distribute and collect the questionnaires in person. So that prisoners can give their informed consent to participate, the purpose of the survey is explained and assurances are given about confidentiality and anonymity.²¹ Prisoners are made aware that participation in the survey is voluntary; refusals are noted but not replaced within the sample. Those who agree to participate are provided with a sealable envelope for their completed questionnaire and told when we will be returning to collect it. We make arrangements to administer the questionnaire via a face-to-face interview for respondents who disclose literacy difficulties.

Survey response

At the time of the survey on 22 October 2018, the prisoner population at HMP & YOI Hollesley Bay was 470. Using the sampling method described above, questionnaires were distributed to 195 prisoners. We received a total of 172 completed questionnaires, a response rate of 88%. Thirteen prisoners declined to participate in the survey and two questionnaires were either not returned at all, or returned blank.

¹⁹ Qualitative analysis of these written comments is undertaken by HMI Prisons researchers and used by inspectors.

²⁰ 95% confidence interval with a sampling error of 7%. The formula assumes a 75% response rate (65% in open establishments).

²¹ For further information about the ethical principles which underpin our survey methodology, please see *Ethical principles for research activities* which can be downloaded from HMI Prisons' website <http://www.justiceinspectorates.gov.uk/hmiprison/about-our-inspections/>

Survey results and analyses

Over the following pages we present the full survey results followed by various comparative analyses for HMP & YOI Hollesley Bay. For the comparator analyses, each question was reformulated into a binary ‘yes/no’ format and affirmative responses compared.²² Missing responses have been excluded from all analyses.

Full survey results

A full breakdown of responses is provided for every question. Percentages have been rounded and therefore may not add up to 100%.

Responses from HMP & YOI Hollesley Bay 2018²³ compared with those from other HMI Prisons surveys²⁴

- Survey responses from HMP & YOI Hollesley Bay in 2018 compared with survey responses from the most recent inspection at all other open prisons.
- Survey responses from HMP and YOI Hollesley Bay in 2018 compared with survey responses from other open prisons inspected since September 2017.
- Survey responses from HMP & YOI Hollesley Bay in 2018 compared with survey responses from HMP & YOI Hollesley Bay in 2014.

Comparisons between sub-populations of prisoners within HMP & YOI Hollesley Bay 2018²⁵

- White prisoners’ responses compared with those of prisoners from black or minority ethnic groups.
- Muslim prisoners’ responses compared with those of non-Muslim prisoners.
- Responses of prisoners who reported that they had a disability compared to those who did not.
- Responses of prisoners who reported that they had mental health problems compared with those who did not.
- Responses of prisoners aged 50 and over compared with those under 50.

Please note that we only carry out within-prison comparator analysis where there are sufficient responses in each sub-group.²⁶

In the comparator analyses, statistically significant differences are indicated by shading.²⁷ Results that are significantly more positive are indicated by green shading and results that are significantly more negative are indicated by blue shading. Orange shading has been used to show a statistically significant difference in demographic or other background details. If there is no shading, any difference between the two results is not statistically significant and may have occurred by chance. Grey shading indicates that there is no valid comparative data for that question.

Filtered questions are indented and preceded by an explanation in italics of how the filter has been applied. In the comparator analyses, percentages for filtered questions refer to the number of

²² Using the Chi-square test (or Fisher’s exact test if there are fewer than five responses in a group).

²³ Percentages shown in the full breakdown may differ slightly from those shown in the comparative analyses. This is because the data has been weighted to enable valid statistical comparison between establishments.

²⁴ These analyses are carried out on summary data from all survey questions. As we have been using a new version of the questionnaire since September 2017, we do not yet have full comparator data for all questions.

²⁵ These analyses are carried out on summary data from selected survey questions only.

²⁶ A minimum of 10 responses which must also represent at least 10% of the total response.

²⁷ A statistically significant difference between the two samples is one that is unlikely to have arisen by chance alone, and can therefore be assumed to represent a real difference between the two populations. In order to appropriately adjust p-values in light of multiple testing, $p < 0.01$ is considered statistically significant for all comparisons undertaken. This means there is only a 1% likelihood that the difference is due to chance.

respondents filtered to that question. For all other questions, percentages refer to the total number of valid responses to the question.

Survey summary

Background information

I.1	What wing or houseblock are you currently living on?	
	Bosmere	29 (17%)
	Blything	16 (9%)
	Cosford.....	24 (14%)
	Hoxon.....	28 (16%)
	Mutford.....	14 (8%)
	Stow	26 (15%)
	Threadling	2 (1%)
	Wilforde.....	27 (16%)
	Samford	6 (3%)
I.2	How old are you?	
	Under 21	0 (0%)
	21 - 25.....	13 (8%)
	26 - 29.....	20 (12%)
	30 - 39.....	51 (30%)
	40 - 49.....	36 (21%)
	50 - 59.....	31 (18%)
	60 - 69.....	14 (8%)
	70 or over.....	3 (2%)
I.3	What is your ethnic group?	
	White - English/ Welsh/ Scottish/ Northern Irish/ British	116 (69%)
	White - Irish.....	5 (3%)
	White - Gypsy or Irish Traveller.....	3 (2%)
	White - any other White background	1 (1%)
	Mixed - White and Black Caribbean	5 (3%)
	Mixed - White and Black African	2 (1%)
	Mixed - White and Asian	0 (0%)
	Mixed - any other Mixed ethnic background	1 (1%)
	Asian/ Asian British - Indian.....	6 (4%)
	Asian/ Asian British - Pakistani.....	3 (2%)
	Asian/ Asian British - Bangladeshi.....	5 (3%)
	Asian/ Asian British - Chinese.....	2 (1%)
	Asian - any other Asian Background	3 (2%)
	Black/ Black British - Caribbean.....	10 (6%)
	Black/ Black British - African	2 (1%)
	Black - any other Black/ African/ Caribbean background.....	1 (1%)
	Arab.....	2 (1%)
	Any other ethnic group.....	1 (1%)
I.4	How long have you been in this prison?	
	Less than 6 months.....	79 (48%)
	6 months or more	84 (52%)
I.5	Are you currently serving a sentence?	
	Yes.....	164 (96%)
	Yes - on recall.....	6 (4%)
	No - on remand or awaiting sentence.....	0 (0%)
	No - immigration detainee.....	1 (1%)

1.6 How long is your sentence?

Less than 6 months.....	1 (1%)
6 months to less than 1 year.....	4 (2%)
1 year to less than 4 years.....	36 (21%)
4 years to less than 10 years.....	82 (48%)
10 years or more.....	19 (11%)
IPP (indeterminate sentence for public protection).....	10 (6%)
Life.....	18 (11%)
Not currently serving a sentence.....	1 (1%)

Arrival and reception**2.1 Were you given up-to-date information about this prison before you came here?**

Yes.....	44 (26%)
No.....	116 (69%)
Don't remember.....	9 (5%)

2.2 When you arrived at this prison, how long did you spend in reception?

Less than 2 hours.....	135 (80%)
2 hours or more.....	31 (18%)
Don't remember.....	3 (2%)

2.3 When you were searched in reception, was this done in a respectful way?

Yes.....	151 (90%)
No.....	12 (7%)
Don't remember.....	5 (3%)

2.4 Overall, how were you treated in reception?

Very well.....	94 (55%)
Quite well.....	70 (41%)
Quite badly.....	4 (2%)
Very badly.....	0 (0%)
Don't remember.....	2 (1%)

2.5 When you first arrived here, did you have any of the following problems?

Problems getting phone numbers.....	21 (13%)
Contacting family.....	12 (7%)
Arranging care for children or other dependants.....	0 (0%)
Contacting employers.....	2 (1%)
Money worries.....	18 (11%)
Housing worries.....	14 (8%)
Feeling depressed.....	24 (14%)
Feeling suicidal.....	2 (1%)
Other mental health problems.....	8 (5%)
Physical health problems.....	10 (6%)
Drug or alcohol problems (e.g. withdrawal).....	4 (2%)
Problems getting medication.....	9 (5%)
Needing protection from other prisoners.....	3 (2%)
Lost or delayed property.....	21 (13%)
Other problems.....	12 (7%)
Did not have any problems.....	96 (57%)

2.6	Did staff help you to deal with these problems when you first arrived?	
	Yes	36 (22%)
	No	34 (20%)
	Did not have any problems when I first arrived	96 (58%)

First night and induction

3.1 Before you were locked up on your first night here, were you offered any of the following things?

Tobacco or nicotine replacement.....	144 (85%)
Toiletries / other basic items	91 (54%)
A shower.....	126 (74%)
A free phone call	122 (72%)
Something to eat	136 (80%)
The chance to see someone from health care	112 (66%)
The chance to talk to a Listener or Samaritans.....	63 (37%)
Support from another prisoner (e.g. Insider or buddy).....	58 (34%)
Wasn't offered any of these things	2 (1%)

3.2 On your first night in this prison, how clean or dirty was your cell?

Very clean	44 (26%)
Quite clean	88 (51%)
Quite dirty	29 (17%)
Very dirty.....	10 (6%)
Don't remember	1 (1%)

3.3 Did you feel safe on your first night here?

Yes	165 (96%)
No.....	3 (2%)
Don't remember	3 (2%)

3.4 In your first few days here, did you get:

	Yes	No	Don't remember
Access to the prison shop / canteen?	81 (49%)	72 (44%)	11 (7%)
Free PIN phone credit?	143 (86%)	18 (11%)	5 (3%)
Numbers put on your PIN phone?	115 (76%)	24 (16%)	13 (9%)

3.5 Did your induction cover everything you needed to know about this prison?

Yes	125 (73%)
No.....	47 (27%)
Have not had an induction.....	0 (0%)

On the wing

4.1 Are you in a cell on your own?

Yes	137 (80%)
No, I'm in a shared cell or dormitory	35 (20%)

4.2 Is your cell call bell normally answered within 5 minutes?

Yes	6 (4%)
No.....	2 (1%)
Don't know.....	7 (4%)
Don't have a cell call bell.....	151 (91%)

4.3 Please answer the following questions about the wing or houseblock you are currently living on:

	Yes	No	Don't know
Do you normally have enough clean, suitable clothes for the week?	155 (92%)	12 (7%)	1 (1%)
Can you shower every day?	155 (92%)	14 (8%)	0 (0%)
Do you have clean sheets every week?	131 (79%)	29 (17%)	6 (4%)
Do you get cell cleaning materials every week?	142 (85%)	19 (11%)	6 (4%)
Is it normally quiet enough for you to relax or sleep at night?	131 (78%)	35 (21%)	1 (1%)
Can you get your stored property if you need it?	63 (38%)	55 (33%)	50 (30%)

4.4 Normally, how clean or dirty are the communal / shared areas of your wing or houseblock (landings, stairs, wing showers etc.)?

Very clean	22 (13%)
Quite clean	55 (33%)
Quite dirty	49 (29%)
Very dirty	43 (25%)

Food and canteen

5.1 What is the quality of food like in this prison?

Very good	8 (5%)
Quite good	38 (22%)
Quite bad	62 (36%)
Very bad	64 (37%)

5.2 Do you get enough to eat at mealtimes?

Always	31 (18%)
Most of the time	55 (33%)
Some of the time	48 (28%)
Never	35 (21%)

5.3 Does the shop / canteen sell the things that you need?

Yes	106 (63%)
No	56 (33%)
Don't know	7 (4%)

Relationships with staff

6.1 Do most staff here treat you with respect?

Yes	127 (76%)
No	41 (24%)

6.2 Are there any staff here you could turn to if you had a problem?

Yes	120 (73%)
No	45 (27%)

6.3 In the last week, has any member of staff talked to you about how you are getting on?

Yes	77 (46%)
No	92 (54%)

6.4	How helpful is your personal or named officer?	
	Very helpful.....	54 (32%)
	Quite helpful.....	54 (32%)
	Not very helpful	23 (14%)
	Not at all helpful.....	11 (6%)
	Don't know.....	15 (9%)
	Don't have a personal / named officer	13 (8%)
6.5	How often do you see prison governors, directors or senior managers talking to prisoners?	
	Regularly.....	20 (12%)
	Sometimes.....	53 (31%)
	Hardly ever.....	85 (50%)
	Don't know.....	11 (7%)
6.6	Do you feel that you are treated as an individual in this prison?	
	Yes.....	91 (55%)
	No.....	74 (45%)
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	
	Yes, and things sometimes change.....	28 (17%)
	Yes, but things don't change.....	51 (30%)
	No.....	50 (30%)
	Don't know.....	40 (24%)

Faith

7.1	What is your religion?	
	No religion.....	54 (32%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	78 (46%)
	Buddhist.....	5 (3%)
	Hindu.....	2 (1%)
	Jewish	1 (1%)
	Muslim.....	21 (12%)
	Sikh	3 (2%)
	Other	7 (4%)
7.2	Are your religious beliefs respected here?	
	Yes.....	91 (53%)
	No.....	13 (8%)
	Don't know.....	13 (8%)
	Not applicable (no religion).....	54 (32%)
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	
	Yes.....	102 (59%)
	No.....	3 (2%)
	Don't know.....	13 (8%)
	Not applicable (no religion).....	54 (31%)
7.4	Are you able to attend religious services, if you want to?	
	Yes.....	108 (63%)
	No.....	6 (3%)
	Don't know.....	4 (2%)
	Not applicable (no religion).....	54 (31%)

Contact with family and friends

8.1	Have staff here encouraged you to keep in touch with your family/friends?	
	Yes	78 (46%)
	No.....	92 (54%)
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	39 (23%)
	No.....	129 (77%)
8.3	Are you able to use a phone every day (if you have credit)?	
	Yes	165 (98%)
	No.....	4 (2%)
8.4	How easy or difficult is it for your family and friends to get here?	
	Very easy	8 (5%)
	Quite easy.....	34 (20%)
	Quite difficult	51 (30%)
	Very difficult	72 (42%)
	Don't know.....	5 (3%)
8.5	How often do you have visits from family or friends?	
	More than once a week.....	5 (3%)
	About once a week.....	26 (16%)
	Less than once a week.....	75 (45%)
	Not applicable (don't get visits).....	59 (36%)
8.6	Do visits usually start and finish on time?	
	Yes	82 (81%)
	No.....	19 (19%)
8.7	Are your visitors usually treated respectfully by staff?	
	Yes	86 (86%)
	No.....	14 (14%)

Time out of cell

9.1	Do you know what the unlock and lock-up times are supposed to be here (or roll check times if you are in an open prison)?	
	Yes, and these times are usually kept to	150 (91%)
	Yes, but these times are not usually kept to	13 (8%)
	No.....	2 (1%)
9.2	How long do you usually spend out of your cell on a typical weekday (including time spent at education, work etc.)?	
	Less than 2 hours	7 (4%)
	2 to 6 hours.....	26 (16%)
	6 to 10 hours	42 (25%)
	10 hours or more	88 (53%)
	Don't know.....	4 (2%)
9.3	How long do you usually spend out of your cell on a typical Saturday or Sunday?	
	Less than 2 hours	14 (8%)
	2 to 6 hours.....	52 (31%)
	6 to 10 hours	33 (20%)
	10 hours or more	60 (36%)
	Don't know.....	7 (4%)

9.4	How many days in a typical week do you have time to do domestics (shower, clean cell, use the wing phones etc.)?		
	None	1	(1%)
	1 or 2	22	(13%)
	3 to 5.....	17	(10%)
	More than 5.....	122	(73%)
	Don't know.....	4	(2%)
9.5	How many days in a typical week do you get association, if you want it?		
	None	1	(1%)
	1 or 2	2	(1%)
	3 to 5.....	5	(3%)
	More than 5.....	153	(92%)
	Don't know.....	6	(4%)
9.6	How many days in a typical week could you go outside for exercise, if you wanted to?		
	None	0	(0%)
	1 or 2	6	(4%)
	3 to 5.....	3	(2%)
	More than 5.....	151	(91%)
	Don't know.....	6	(4%)
9.7	Typically, how often do you go to the gym?		
	Twice a week or more	100	(60%)
	About once a week.....	7	(4%)
	Less than once a week.....	8	(5%)
	Never	53	(32%)
9.8	Typically, how often do you go to the library?		
	Twice a week or more	57	(34%)
	About once a week.....	38	(23%)
	Less than once a week.....	35	(21%)
	Never	37	(22%)
9.9	Does the library have a wide enough range of materials to meet your needs?		
	Yes	65	(39%)
	No.....	63	(38%)
	Don't use the library	37	(22%)

Applications, complaints and legal rights

10.1	Is it easy for you to make an application?			
	Yes.....	138	(82%)	
	No.....	17	(10%)	
	Don't know.....	13	(8%)	
10.2	If you have made any applications here, please answer the questions below:			
		Yes	No	Not made any applications
	Are applications usually dealt with fairly?	106 (68%)	31 (20%)	19 (12%)
	Are applications usually dealt with within 7 days?	76 (53%)	49 (34%)	19 (13%)

I0.3	Is it easy for you to make a complaint?			
	Yes.....			95 (57%)
	No.....			20 (12%)
	Don't know.....			52 (31%)
I0.4	If you have made any complaints here, please answer the questions below:			
		Yes	No	Not made any complaints
	Are complaints usually dealt with fairly?	21 (14%)	32 (21%)	96 (64%)
	Are complaints usually dealt with within 7 days?	21 (14%)	29 (20%)	96 (66%)
I0.5	Have you ever been prevented from making a complaint here when you wanted to?			
	Yes.....			21 (14%)
	No.....			69 (45%)
	Not wanted to make a complaint.....			65 (42%)
I0.6	In this prison, is it easy or difficult for you to...			
		Easy	Difficult	Don't know
				Don't need this
	Communicate with your solicitor or legal representative?	68 (43%)	17 (11%)	36 (23%)
	Attend legal visits?	42 (27%)	9 (6%)	58 (38%)
	Get bail information?	20 (14%)	5 (3%)	57 (39%)
I0.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?			
	Yes.....			29 (18%)
	No.....			64 (41%)
	Not had any legal letters.....			64 (41%)

Health care

I1.1	How easy or difficult is it to see the following people?				
		Very easy	Quite easy	Quite difficult	Very difficult
					Don't know
	Doctor	25 (15%)	72 (43%)	36 (21%)	19 (11%)
	Nurse	64 (39%)	78 (47%)	9 (5%)	3 (2%)
	Dentist	9 (5%)	20 (12%)	39 (24%)	61 (37%)
	Mental health workers	21 (13%)	39 (24%)	9 (6%)	3 (2%)
I1.2	What do you think of the quality of the health service from the following people?				
		Very good	Quite good	Quite bad	Very bad
					Don't know
	Doctor	47 (27%)	81 (47%)	11 (6%)	12 (7%)
	Nurse	63 (37%)	86 (51%)	6 (4%)	6 (4%)
	Dentist	25 (15%)	45 (27%)	12 (7%)	11 (7%)
	Mental health workers	37 (23%)	16 (10%)	8 (5%)	3 (2%)
I1.3	Do you have any mental health problems?				
	Yes.....				44 (26%)
	No.....				126 (74%)
I1.4	Have you been helped with your mental health problems in this prison?				
	Yes.....				29 (17%)
	No.....				16 (9%)
	Don't have any mental health problems.....				126 (74%)

11.5	What do you think of the overall quality of the health services here?	
	Very good	33 (20%)
	Quite good	89 (53%)
	Quite bad	27 (16%)
	Very bad	9 (5%)
	Don't know.....	10 (6%)

Other support needs

12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	
	Yes	38 (23%)
	No.....	130 (77%)
12.2	If you have a disability, are you getting the support you need?	
	Yes	22 (13%)
	No.....	13 (8%)
	Don't have a disability	130 (79%)
12.3	Have you been on an ACCT in this prison?	
	Yes	5 (3%)
	No.....	158 (97%)
12.4	If you have been on an ACCT in this prison, did you feel cared for by staff?	
	Yes	2 (1%)
	No.....	1 (1%)
	Have not been on an ACCT in this prison.....	158 (98%)
12.5	How easy or difficult is it for you to speak to a Listener, if you need to?	
	Very easy	38 (23%)
	Quite easy	26 (16%)
	Quite difficult	1 (1%)
	Very difficult	1 (1%)
	Don't know.....	92 (56%)
	No Listeners at this prison	6 (4%)

Alcohol and drugs

13.1	Did you have an alcohol problem when you came into this prison?	
	Yes	15 (9%)
	No.....	154 (91%)
13.2	Have you been helped with your alcohol problem in this prison?	
	Yes	10 (6%)
	No.....	2 (1%)
	Did not / do not have an alcohol problem	154 (93%)
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	20 (12%)
	No.....	146 (88%)
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes	3 (2%)
	No.....	163 (98%)

13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes	4 (2%)
	No.....	162 (98%)
13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	11 (7%)
	No.....	8 (5%)
	Did not / do not have a drug problem.....	143 (88%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy.....	48 (29%)
	Quite easy.....	14 (8%)
	Quite difficult	3 (2%)
	Very difficult	1 (1%)
	Don't know.....	101 (60%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy.....	37 (22%)
	Quite easy.....	11 (7%)
	Quite difficult	5 (3%)
	Very difficult	6 (4%)
	Don't know.....	108 (65%)
Safety		
14.1	Have you ever felt unsafe here?	
	Yes	26 (16%)
	No.....	141 (84%)
14.2	Do you feel unsafe now?	
	Yes	12 (7%)
	No.....	154 (93%)
14.3	Have you experienced any of the following types of bullying / victimisation from other prisoners here?	
	Verbal abuse.....	25 (17%)
	Threats or intimidation.....	22 (15%)
	Physical assault.....	5 (3%)
	Sexual assault.....	0 (0%)
	Theft of canteen or property.....	12 (8%)
	Other bullying / victimisation	13 (9%)
	Not experienced any of these from prisoners here.....	112 (74%)
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	
	Yes	58 (36%)
	No.....	104 (64%)
14.5	Have you experienced any of the following types of bullying / victimisation from staff here?	
	Verbal abuse.....	33 (21%)
	Threats or intimidation.....	34 (22%)
	Physical assault.....	1 (1%)
	Sexual assault.....	0 (0%)
	Theft of canteen or property.....	3 (2%)
	Other bullying / victimisation	19 (12%)
	Not experienced any of these from staff here.....	105 (67%)

14.6	If you were being bullied / victimised by staff here, would you report it?	
	Yes	73 (45%)
	No	88 (55%)

Behaviour management

15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	
	Yes	85 (51%)
	No	56 (34%)
	Don't know what the incentives / rewards are	25 (15%)

15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	
	Yes	97 (58%)
	No	29 (17%)
	Don't know	26 (16%)
	Don't know what this is	14 (8%)

15.3	Have you been physically restrained by staff in this prison in the last 6 months?	
	Yes	1 (1%)
	No	167 (99%)

15.4	If you have been restrained by staff in this prison in the last 6 months, did anyone come and talk to you about it afterwards?	
	Yes	1 (1%)
	No	0 (0%)
	Don't remember	0 (0%)
	Not been restrained here in last 6 months	167 (99%)

15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	
	Yes	0 (0%)
	No	164 (100%)

15.6	If you have spent one or more nights in the segregation unit in this prison in the last 6 months please answer the questions below:		
		Yes	No
	Were you treated well by segregation staff?	0 (0%)	0 (0%)
	Could you shower every day?	0 (0%)	0 (0%)
	Could you go outside for exercise every day?	0 (0%)	0 (0%)
	Could you use the phone every day (if you had credit)?	0 (0%)	0 (0%)

Education, skills and work

16.1	Is it easy or difficult to get into the following activities in this prison?				
		Easy	Difficult	Don't know	Not available here
	Education	138 (84%)	11 (7%)	14 (8%)	2 (1%)
	Vocational or skills training	130 (81%)	9 (6%)	20 (13%)	1 (1%)
	Prison job	139 (86%)	5 (3%)	16 (10%)	1 (1%)
	Voluntary work outside of the prison	31 (19%)	72 (45%)	57 (35%)	1 (1%)
	Paid work outside of the prison	13 (8%)	83 (51%)	65 (40%)	2 (1%)

16.2	If you have done any of these activities while in this prison, do you think they will help you on release?			
		Yes, will help	No, won't help	Not done this
	Education	85 (56%)	36 (24%)	32 (21%)
	Vocational or skills training	94 (61%)	30 (19%)	31 (20%)
	Prison job	48 (32%)	80 (54%)	20 (14%)
	Voluntary work outside of the prison	48 (32%)	27 (18%)	76 (50%)
	Paid work outside of the prison	40 (27%)	14 (9%)	94 (64%)

16.3	Do staff encourage you to attend education, training or work?	
	Yes	113 (69%)
	No	45 (27%)
	Not applicable (e.g. if you are retired, sick or on remand)	6 (4%)

Planning and progression

17.1	Do you have a custody plan? (This may be called a sentence plan or resettlement plan.)	
	Yes	135 (83%)
	No	27 (17%)

17.2	Do you understand what you need to do to achieve the objectives or targets in your custody plan?	
	Yes	122 (90%)
	No	10 (7%)
	Don't know what my objectives or targets are.....	3 (2%)

17.3	Are staff here supporting you to achieve your objectives or targets?	
	Yes	82 (64%)
	No	43 (34%)
	Don't know what my objectives or targets are.....	3 (2%)

17.4	If you have done any of the following things in this prison, did they help you to achieve your objectives or targets?			
		Yes, this helped	No, this didn't help	Not done /don't know
	Offending behaviour programmes	44 (38%)	13 (11%)	59 (51%)
	Other programmes	34 (29%)	11 (9%)	73 (62%)
	One to one work	29 (25%)	10 (9%)	75 (66%)
	Being on a specialist unit	10 (9%)	10 (9%)	91 (82%)
	ROTL - day or overnight release	56 (44%)	6 (5%)	64 (51%)

Preparation for release

18.1	Do you expect to be released in the next 3 months?	
	Yes	33 (20%)
	No	129 (77%)
	Don't know.....	6 (4%)

18.2	How close is this prison to your home area or intended release address?	
	Very near.....	0 (0%)
	Quite near.....	6 (18%)
	Quite far.....	12 (36%)
	Very far.....	15 (45%)

18.3	Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?		
	Yes	20 (61%)	
	No	13 (39%)	
18.4	Are you getting help to sort out the following things for when you are released?		
		Yes, I'm getting help with this	No, but I need help with this
			No, and I don't need help with this
	Finding accommodation	4 (12%)	6 (18%)
	Getting employment	4 (12%)	10 (30%)
	Setting up education or training	1 (3%)	7 (23%)
	Arranging benefits	8 (26%)	6 (19%)
	Sorting out finances	2 (6%)	10 (30%)
	Support for drug or alcohol problems	2 (6%)	1 (3%)
	Health / mental health support	4 (13%)	1 (3%)
	Social care support	1 (3%)	4 (13%)
	Getting back in touch with family or friends	4 (13%)	3 (10%)

More about you

19.1	Do you have children under the age of 18?	
	Yes	74 (44%)
	No	95 (56%)
19.2	Are you a UK / British citizen?	
	Yes	168 (99%)
	No	1 (1%)
19.3	Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?	
	Yes	4 (2%)
	No	165 (98%)
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?	
	Yes	12 (7%)
	No	157 (93%)
19.5	What is your gender?	
	Male	167 (99%)
	Female	2 (1%)
	Non-binary	0 (0%)
	Other	0 (0%)
19.6	How would you describe your sexual orientation?	
	Straight / heterosexual	164 (98%)
	Gay / lesbian / homosexual	2 (1%)
	Bisexual	2 (1%)
	Other	0 (0%)
19.7	Do you identify as transgender or transsexual?	
	Yes	2 (1%)
	No	163 (99%)

Final questions about this prison**20.1 Do you think your experiences in this prison have made you more or less likely to offend in the future?**

More likely to offend.....	3 (2%)
Less likely to offend.....	102 (61%)
Made no difference	61 (37%)

HMP & YOI Hollesley Bay 2018

Survey responses compared with those from other HMIP surveys of open prisons and with those from the previous survey

In this table summary statistics from HMP & YOI Hollesley Bay 2018 are compared with the following HMIP survey data:

- Summary statistics from most recent surveys of all other open prisons (14 prisons). Please note that we do not have comparable data for the new questions introduced in September 2017.
- Summary statistics from surveys of open prisons conducted since the introduction of the new questionnaire in September 2017 (3 prisons). Please note that this does not include all open prisons.
- Summary statistics from HMP & YOI Hollesley Bay in 2018 are compared with those from HMP & YOI Hollesley Bay in 2014. Please note that we do not have comparable data for the new questions introduced in September 2017.

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid comparator data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

n=number of valid responses to question (HMP Hollesley Bay 2018)

HMP & YOI Hollesley Bay 2018	All other open prisons	HMP & YOI Hollesley Bay 2018	Open prisons surveyed since September 2017	HMP & YOI Hollesley Bay 2018	HMP & YOI Hollesley Bay 2014
172	2,008	172	446	172	157

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION									
1.2	Are you under 21 years of age?	<i>n=168</i>	0%	0%	0%	0%	0%	2%	
	Are you 25 years of age or younger?	<i>n=168</i>	8%		8%	8%	8%		
	Are you 50 years of age or older?	<i>n=168</i>	29%	25%	29%	22%	29%	22%	
	Are you 70 years of age or older?	<i>n=168</i>	2%	2%	2%	1%	2%	1%	
1.3	Are you from a minority ethnic group?	<i>n=168</i>	26%	26%	26%	25%	26%	34%	
1.4	Have you been in this prison for less than 6 months?	<i>n=163</i>	49%		49%	35%	49%		
1.5	Are you currently serving a sentence?	<i>n=171</i>	99%		99%	100%	99%		
	Are you on recall?	<i>n=171</i>	4%	2%	4%	2%	4%	1%	
1.6	Is your sentence less than 12 months?	<i>n=171</i>	3%	2%	3%	2%	3%	5%	
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<i>n=171</i>	6%	12%	6%	6%	6%	6%	
7.1	Are you Muslim?	<i>n=171</i>	12%	14%	12%	16%	12%	9%	
11.3	Do you have any mental health problems?	<i>n=170</i>	26%		26%	21%	26%		
12.1	Do you consider yourself to have a disability?	<i>n=168</i>	23%	15%	23%	19%	23%	8%	
19.1	Do you have any children under the age of 18?	<i>n=169</i>	44%	50%	44%	57%	44%	52%	
19.2	Are you a foreign national?	<i>n=169</i>	1%	2%	1%	1%	1%	1%	
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	<i>n=169</i>	2%	2%	2%	3%	2%	5%	
19.4	Have you ever been in the armed services?	<i>n=169</i>	7%	7%	7%	6%	7%	8%	
19.5	Is your gender female or non-binary?	<i>n=169</i>	1%		1%	1%	1%		
19.6	Are you homosexual, bisexual or other sexual orientation?	<i>n=168</i>	2%	3%	2%	2%	2%	1%	
19.7	Do you identify as transgender or transsexual?	<i>n=165</i>	1%		1%	2%	1%		
ARRIVAL AND RECEPTION									
2.1	Were you given up-to-date information about this prison before you came here?	<i>n=169</i>	26%	29%	26%	29%	26%	34%	
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n=169</i>	80%	77%	80%	69%	80%	94%	
2.3	When you were searched in reception, was this done in a respectful way?	<i>n=168</i>	90%	86%	90%	88%	90%	90%	
2.4	Overall, were you treated very / quite well in reception?	<i>n=170</i>	97%		97%	89%	97%		

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid comparator data for this question

* less than 1% probability that the difference is due to chance

		Number of completed questionnaires returned		HMP & YO1 Hollesley Bay 2018	All other open prisons	HMP & YO1 Hollesley Bay 2018	Open prisons ns surveyed since September 2017	HMP & YO1 Hollesley Bay 2018	HMP & YO1 Hollesley Bay 2014
				172	2,008	172	446	172	157
2.5	When you first arrived, did you have any problems?	<i>n</i> =168	43%	43%		43%	43%	43%	33%
2.5	Did you have problems with:								
	- Getting phone numbers?	<i>n</i> =168	13%	11%		13%	12%	13%	4%
	- Contacting family?	<i>n</i> =168	7%	11%		7%	13%	7%	3%
	- Arranging care for children or other dependents?	<i>n</i> =168	0%			0%	1%	0%	
	- Contacting employers?	<i>n</i> =168	1%	2%		1%	3%	1%	0%
	- Money worries?	<i>n</i> =168	11%	10%		11%	9%	11%	10%
	- Housing worries?	<i>n</i> =168	8%	8%		8%	6%	8%	12%
	- Feeling depressed?	<i>n</i> =168	14%			14%	12%	14%	
	- Feeling suicidal?	<i>n</i> =168	1%			1%	1%	1%	
	- Other mental health problems?	<i>n</i> =168	5%			5%	8%	5%	
	- Physical health problems?	<i>n</i> =168	6%	9%		6%	8%	6%	6%
	- Drugs or alcohol (e.g. withdrawal)?	<i>n</i> =168	2%			2%	2%	2%	
	- Getting medication?	<i>n</i> =168	5%			5%	7%	5%	
	- Needing protection from other prisoners?	<i>n</i> =168	2%	1%		2%	1%	2%	1%
	- Lost or delayed property?	<i>n</i> =168	13%	11%		13%	12%	13%	10%
<i>For those who had any problems when they first arrived:</i>									
2.6	Did staff help you to deal with these problems?	<i>n</i> =70	51%	47%		51%	39%	51%	46%
FIRST NIGHT AND INDUCTION									
3.1	Before you were locked up on your first night, were you offered:								
	- Tobacco or nicotine replacement?	<i>n</i> =170	85%	56%		85%	66%	85%	74%
	- Toiletries / other basic items?	<i>n</i> =170	54%	46%		54%	46%	54%	49%
	- A shower?	<i>n</i> =170	74%	43%		74%	61%	74%	56%
	- A free phone call?	<i>n</i> =170	72%	36%		72%	44%	72%	59%
	- Something to eat?	<i>n</i> =170	80%	55%		80%	72%	80%	63%
	- The chance to see someone from health care?	<i>n</i> =170	66%	69%		66%	57%	66%	81%
	- The chance to talk to a Listener or Samaritans?	<i>n</i> =170	37%	38%		37%	27%	37%	55%
	- Support from another prisoner (e.g. Insider or buddy)?	<i>n</i> =170	34%			34%	26%	34%	
	- None of these?	<i>n</i> =170	1%			1%	8%	1%	
3.2	On your first night in this prison, was your cell very / quite clean?	<i>n</i> =172	77%			77%	63%	77%	
3.3	Did you feel safe on your first night here?	<i>n</i> =171	97%	91%		97%	94%	97%	94%
3.4	In your first few days here, did you get:								
	- Access to the prison shop / canteen?	<i>n</i> =164	49%	33%		49%	47%	49%	54%
	- Free PIN phone credit?	<i>n</i> =166	86%			86%	38%	86%	
	- Numbers put on your PIN phone?	<i>n</i> =152	76%			76%	59%	76%	
3.5	Have you had an induction at this prison?	<i>n</i> =172	100%	95%		100%	100%	100%	96%
<i>For those who have had an induction:</i>									
3.5	Did your induction cover everything you needed to know about this prison?	<i>n</i> =172	73%			73%	69%	73%	

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ON THE WING									
4.1	Are you in a cell on your own?	n=172	80%			80%	66%	80%	
4.2	Is your cell call bell normally answered within 5 minutes?	n=166	4%			4%	6%	4%	
4.3	On the wing or houseblock you currently live on:								
	- Do you normally have enough clean, suitable clothes for the week?	n=168	92%			92%	86%	92%	
	- Can you shower every day?	n=169	92%	98%		92%	98%	92%	98%
	- Do you have clean sheets every week?	n=166	79%	72%		79%	90%	79%	38%
	- Do you get cell cleaning materials every week?	n=167	85%	64%		85%	72%	85%	76%
	- Is it normally quiet enough for you to relax or sleep at night?	n=167	78%	79%		78%	82%	78%	74%
	- Can you get your stored property if you need it?	n=168	38%	47%		38%	46%	38%	48%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	n=169	46%			46%	69%	46%	
FOOD AND CANTEEN									
5.1	Is the quality of the food in this prison very / quite good?	n=172	27%			27%	58%	27%	
5.2	Do you get enough to eat at meal-times always / most of the time?	n=169	51%			51%	53%	51%	
5.3	Does the shop / canteen sell the things that you need?	n=169	63%	61%		63%	68%	63%	66%
RELATIONSHIPS WITH STAFF									
6.1	Do most staff here treat you with respect?	n=168	76%	79%		76%	65%	76%	85%
6.2	Are there any staff here you could turn to if you had a problem?	n=165	73%	80%		73%	74%	73%	81%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=169	46%	35%		46%	35%	46%	54%
6.4	Do you have a personal officer?	n=170	92%			92%	95%	92%	
<i>For those who have a personal officer:</i>									
6.4	Is your personal or named officer very / quite helpful?	n=157	69%			69%	59%	69%	
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	n=169	12%			12%	22%	12%	
6.6	Do you feel that you are treated as an individual in this prison?	n=165	55%			55%	54%	55%	
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	n=169	47%			47%	53%	47%	
	If so, do things sometimes change?	n=79	35%			35%	42%	35%	
FAITH									
7.1	Do you have a religion?	n=171	68%	70%		68%	64%	68%	75%
<i>For those who have a religion:</i>									
7.2	Are your religious beliefs respected here?	n=117	78%			78%	79%	78%	
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=118	86%			86%	79%	86%	
7.4	Are you able to attend religious services, if you want to?	n=118	92%			92%	94%	92%	
CONTACT WITH FAMILY AND FRIENDS									
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=170	46%			46%	51%	46%	
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=168	23%	20%		23%	20%	23%	10%
8.3	Are you able to use a phone every day (if you have credit)?	n=169	98%			98%	97%	98%	
8.4	Is it very / quite easy for your family and friends to get here?	n=170	25%			25%	54%	25%	
8.5	Do you get visits from family/friends once a week or more?	n=165	19%			19%	31%	19%	
<i>For those who get visits:</i>									
8.6	Do visits usually start and finish on time?	n=101	81%			81%	80%	81%	
8.7	Are your visitors usually treated respectfully by staff?	n=100	86%			86%	88%	86%	

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TIME OUT OF CELL								
9.1	Do you know what the unlock and lock-up times are supposed to be here?	<i>n</i> =165	99%		99%	99%		
<i>For those who know what the unlock and lock-up times are supposed to be:</i>								
9.1	Are these times usually kept to?	<i>n</i> =163	92%		92%	91%		
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	<i>n</i> =167	4%	2%	4%	2%	4%	2%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	<i>n</i> =167	53%	57%	53%	57%	53%	51%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	<i>n</i> =166	8%		8%	6%	8%	
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	<i>n</i> =166	36%		36%	45%	36%	
9.4	Do you have time to do domestics more than 5 days in a typical week?	<i>n</i> =166	74%		74%	84%	74%	
9.5	Do you get association more than 5 days in a typical week, if you want it?	<i>n</i> =167	92%		92%	93%	92%	
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	<i>n</i> =166	91%		91%	92%	91%	
9.7	Do you typically go to the gym twice a week or more?	<i>n</i> =168	60%		60%	65%	60%	
9.8	Do you typically go to the library once a week or more?	<i>n</i> =167	57%	59%	57%	66%	57%	45%
<i>For those who use the library:</i>								
9.9	Does the library have a wide enough range of materials to meet your needs?	<i>n</i> =128	51%	75%	51%	76%	51%	70%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS								
10.1	Is it easy for you to make an application?	<i>n</i> =168	82%	87%	82%	83%	82%	87%
<i>For those who have made an application:</i>								
10.2	Are applications usually dealt with fairly?	<i>n</i> =137	77%	72%	77%	71%	77%	86%
	Are applications usually dealt with within 7 days?	<i>n</i> =125	61%	62%	61%	66%	61%	77%
10.3	Is it easy for you to make a complaint?	<i>n</i> =167	57%	54%	57%	54%	57%	53%
<i>For those who have made a complaint:</i>								
10.4	Are complaints usually dealt with fairly?	<i>n</i> =53	40%	38%	37%	36%	40%	63%
	Are complaints usually dealt with within 7 days?	<i>n</i> =50	42%	39%	42%	35%	42%	72%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	<i>n</i> =90	23%		23%	27%	23%	
<i>For those who need it, is it easy to:</i>								
10.6	Communicate with your solicitor or legal representative?	<i>n</i> =121	56%		56%	65%	56%	
	Attend legal visits?	<i>n</i> =109	39%		39%	60%	39%	
	Get bail information?	<i>n</i> =82	24%		24%	32%	24%	
<i>For those who have had legal letters:</i>								
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	<i>n</i> =93	31%	35%	31%	35%	31%	30%

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HEALTH CARE							
11.1	Is it very / quite easy to see:						
	- Doctor?	n=169	57%	57%	65%	57%	
	- Nurse?	n=166	86%	86%	82%	86%	
	- Dentist?	n=164	18%	18%	25%	18%	
	- Mental health workers?	n=161	37%	37%	26%	37%	
11.2	Do you think the quality of the health service is very / quite good from:						
	- Doctor?	n=171	75%	75%	65%	75%	
	- Nurse?	n=170	88%	88%	80%	88%	
	- Dentist?	n=168	42%	42%	36%	42%	
	- Mental health workers?	n=164	32%	32%	21%	32%	
11.3	Do you have any mental health problems?	n=170	26%	26%	21%	26%	
<i>For those who have mental health problems:</i>							
11.4	Have you been helped with your mental health problems in this prison?	n=45	64%	64%	48%	64%	
11.5	Do you think the overall quality of the health services here is very / quite good?	n=168	73%	73%	70%	73%	
OTHER SUPPORT NEEDS							
12.1	Do you consider yourself to have a disability?	n=168	23%	23%	19%	23%	8%
<i>For those who have a disability:</i>							
12.2	Are you getting the support you need?	n=35	63%	63%	46%	63%	
12.3	Have you been on an ACCT in this prison?	n=163	3%	3%	2%	3%	
<i>For those who have been on an ACCT:</i>							
12.4	Did you feel cared for by staff?	n=3	67%	67%	56%	67%	
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	n=164	39%	39%	45%	39%	
ALCOHOL AND DRUGS							
13.1	Did you have an alcohol problem when you came into this prison?	n=169	9%	9%	8%	9%	9%
<i>For those who had / have an alcohol problem:</i>							
13.2	Have you been helped with your alcohol problem in this prison?	n=12	83%	83%	69%	83%	73%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	n=166	12%	12%	8%	12%	8%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	n=166	2%	2%	4%	2%	1%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	n=166	2%	2%	2%	2%	
<i>For those who had / have a drug problem:</i>							
13.6	Have you been helped with your drug problem in this prison?	n=19	58%	58%	82%	58%	75%
13.7	Is it very / quite easy to get illicit drugs in this prison?	n=167	37%	37%	34%	37%	
13.8	Is it very / quite easy to get alcohol in this prison?	n=167	29%	29%	29%	29%	

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SAFETY									
14.1	Have you ever felt unsafe here?	<i>n</i> =167		16%	19%	16%	14%	16%	19%
14.2	Do you feel unsafe now?	<i>n</i> =166		7%	7%	7%	6%	7%	9%
14.3	Have you experienced any of the following from other prisoners here:								
	- Verbal abuse?	<i>n</i> =151		17%		17%	13%	17%	
	- Threats or intimidation?	<i>n</i> =151		15%		15%	10%	15%	
	- Physical assault?	<i>n</i> =151		3%		3%	2%	3%	
	- Sexual assault?	<i>n</i> =151		0%		0%	1%	0%	
	- Theft of canteen or property?	<i>n</i> =151		8%		8%	6%	8%	
	- Other bullying / victimisation?	<i>n</i> =151		9%		9%	6%	9%	
	- Not experienced any of these from prisoners here	<i>n</i> =151		74%		74%	80%	74%	
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	<i>n</i> =162		36%		36%	37%	36%	
14.5	Have you experienced any of the following from staff here:								
	- Verbal abuse?	<i>n</i> =156		21%		21%	21%	21%	
	- Threats or intimidation?	<i>n</i> =156		22%		22%	18%	22%	
	- Physical assault?	<i>n</i> =156		1%		1%	1%	1%	
	- Sexual assault?	<i>n</i> =156		0%		0%	1%	0%	
	- Theft of canteen or property?	<i>n</i> =156		2%		2%	3%	2%	
	- Other bullying / victimisation?	<i>n</i> =156		12%		12%	15%	12%	
	- Not experienced any of these from staff here	<i>n</i> =156		67%		67%	68%	67%	
14.6	If you were being bullied / victimised by staff here, would you report it?	<i>n</i> =161		45%		45%	51%	45%	
BEHAVIOUR MANAGEMENT									
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	<i>n</i> =166		51%		51%	53%	51%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	<i>n</i> =166		58%		58%	54%	58%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	<i>n</i> =168		1%	2%	1%	2%	1%	
<i>For those who have been restrained in the last 6 months:</i>									
15.4	Did anyone come and talk to you about it afterwards?	<i>n</i> =1		100%		100%	40%	100%	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	<i>n</i> =164		0%		0%	1%	0%	
<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>									
15.6	Were you treated well by segregation staff?	<i>n</i> =0					50%		
	Could you shower every day?	<i>n</i> =0					0%		
	Could you go outside for exercise every day?	<i>n</i> =0					0%		
	Could you use the phone every day (if you had credit)?	<i>n</i> =0					0%		

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EDUCATION, SKILLS AND WORK							
16.1	In this prison, is it easy to get into the following activities:						
	- Education?	n=165	84%	84%	82%	84%	
	- Vocational or skills training?	n=160	81%	81%	51%	81%	
	- Prison job?	n=161	86%	86%	82%	86%	
	- Voluntary work outside of the prison?	n=161	19%	19%	27%	19%	
	- Paid work outside of the prison?	n=163	8%	8%	14%	8%	
16.2	In this prison, have you done the following activities:						
	- Education?	n=153	79%	79%	87%	79%	73%
	- Vocational or skills training?	n=155	80%	80%	73%	80%	76%
	- Prison job?	n=148	87%	87%	96%	87%	92%
	- Voluntary work outside of the prison?	n=151	50%	50%	54%	50%	
	- Paid work outside of the prison?	n=148	37%	37%	45%	37%	
<i>For those who have done the following activities, do you think they will help you on release:</i>							
	- Education?	n=121	70%	70%	59%	70%	72%
	- Vocational or skills training?	n=124	76%	76%	74%	76%	73%
	- Prison job?	n=128	38%	38%	42%	38%	53%
	- Voluntary work outside of the prison?	n=75	64%	64%	64%	64%	
	- Paid work outside of the prison?	n=54	74%	74%	86%	74%	
16.3	Do staff encourage you to attend education, training or work?	n=158	72%	72%	76%	72%	
PLANNING AND PROGRESSION							
17.1	Do you have a custody plan?	n=162	83%	83%	81%	83%	
<i>For those who have a custody plan:</i>							
17.2	Do you understand what you need to do to achieve your objectives or targets?	n=135	90%	90%	94%	90%	
17.3	Are staff helping you to achieve your objectives or targets?	n=128	64%	64%	68%	64%	
17.4	In this prison, have you done:						
	- Offending behaviour programmes?	n=116	49%	49%	58%	49%	
	- Other programmes?	n=118	38%	38%	48%	38%	
	- One to one work?	n=114	34%	34%	39%	34%	
	- Been on a specialist unit?	n=111	18%	18%	19%	18%	
	- ROTL - day or overnight release?	n=126	49%	49%	69%	49%	
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>							
	- Offending behaviour programmes?	n=57	77%	77%	75%	77%	
	- Other programmes?	n=45	76%	76%	70%	76%	
	- One to one work?	n=39	74%	74%	74%	74%	
	- Being on a specialist unit?	n=20	50%	50%	45%	50%	
	- ROTL - day or overnight release?	n=62	90%	90%	94%	90%	

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PREPARATION FOR RELEASE							
18.1	Do you expect to be released in the next 3 months?	<i>n</i> =168	20%		20%	26%	20%
<i>For those who expect to be released in the next 3 months:</i>							
18.2	Is this prison very / quite near to your home area or intended release address?	<i>n</i> =33	18%		18%	53%	18%
18.3	Is anybody helping you to prepare for your release?	<i>n</i> =33	61%		61%	72%	61%
18.4	Do you need help to sort out the following for when you are released:						
	- Finding accommodation?	<i>n</i> =33	30%		30%	37%	30%
	- Getting employment?	<i>n</i> =33	42%		42%	48%	42%
	- Setting up education or training?	<i>n</i> =31	26%		26%	32%	26%
	- Arranging benefits?	<i>n</i> =31	45%		45%	41%	45%
	- Sorting out finances?	<i>n</i> =33	36%		36%	33%	36%
	- Support for drug or alcohol problems?	<i>n</i> =31	10%		10%	15%	10%
	- Health / mental Health support?	<i>n</i> =31	16%		16%	17%	16%
	- Social care support?	<i>n</i> =31	16%		16%	15%	16%
	- Getting back in touch with family or friends?	<i>n</i> =31	23%		23%	13%	23%
18.4	Are you getting help to sort out the following for when you are released, if you need it:						
	- Finding accommodation?	<i>n</i> =10	40%		40%	35%	40%
	- Getting employment?	<i>n</i> =14	29%		29%	42%	29%
	- Setting up education or training?	<i>n</i> =8	13%		13%	38%	13%
	- Arranging benefits?	<i>n</i> =14	57%		57%	33%	57%
	- Sorting out finances?	<i>n</i> =12	17%		17%	37%	17%
	- Support for drug or alcohol problems?	<i>n</i> =3	67%		67%	81%	67%
	- Health / mental Health support?	<i>n</i> =5	80%		80%	29%	80%
	- Social care support?	<i>n</i> =5	20%		20%	25%	20%
	- Getting back in touch with family or friends?	<i>n</i> =7	57%		57%	43%	57%
FINAL QUESTION ABOUT THIS PRISON							
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	<i>n</i> =166	61%		61%	67%	61%

HMP & YOI Hollesley Bay 2018

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:
 - responses of prisoners from black and minority ethnic groups are compared with those of white prisoners
 - Muslim prisoners' responses are compared with those of non-Muslim prisoners
 Please note that these analyses are based on summary data from selected survey questions only.

Shading is used to indicate statistical significance*, as follows:

- Green shading shows results that are significantly more positive than the comparator
- Blue shading shows results that are significantly more negative than the comparator
- Orange shading shows significant differences in demographics and background information
- No shading means that differences are not significant and may have occurred by chance
- Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Black and minority ethnic	White	Muslim	Non-Muslim
43	125	21	150

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 25 years of age?	16%	5%	16%	6%
	Are you 50 years of age or older?	9%	35%	0%	32%
1.3	Are you from a minority ethnic group?			84%	18%
7.1	Are you Muslim?	38%	2%		
11.3	Do you have any mental health problems?	21%	27%	30%	26%
12.1	Do you consider yourself to have a disability?	5%	29%	15%	24%
19.2	Are you a foreign national?	0%	1%	0%	1%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	3%	0%	3%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	95%	89%	100%	89%
2.4	Overall, were you treated very / quite well in reception?	95%	98%	100%	97%
2.5	When you first arrived, did you have any problems?	52%	39%	63%	40%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	62%	49%	58%	51%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	91%	99%	95%	97%
3.5	Have you had an induction at this prison?	100%	100%	100%	100%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	67%	75%	71%	73%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	2%	4%	5%	3%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	88%	94%	91%	93%
	- Can you shower every day?	88%	94%	76%	95%
	- Do you have clean sheets every week?	79%	80%	76%	80%
	- Do you get cell cleaning materials every week?	74%	89%	86%	86%
	- Is it normally quiet enough for you to relax or sleep at night?	81%	78%	95%	76%
	- Can you get your stored property if you need it?	42%	37%	43%	37%

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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Black and minority ethnic	White
43	125

Muslim	Non-Muslim
21	150

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	43%	55%
5.3	Does the shop / canteen sell the things that you need?	45%	68%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	66%	79%
6.2	Are there any staff here you could turn to if you had a problem?	62%	77%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	38%	48%
6.6	Do you feel that you are treated as an individual in this prison?	44%	59%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	76%	81%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	82%	90%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	33%	52%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	24%	24%
8.3	Are you able to use a phone every day (if you have credit)?	100%	97%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	76%	89%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	5%	4%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	52%	53%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	42%	54%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	74%	85%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	61%	84%
10.3	Is it easy for you to make a complaint?	49%	59%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	19%	50%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	50%	13%

48%	52%
55%	64%
80%	76%
60%	75%
40%	47%
39%	58%
75%	79%
76%	90%
33%	48%
15%	25%
100%	97%
75%	88%
5%	4%
70%	51%
43%	52%
65%	84%
64%	79%
53%	57%
60%	38%
30%	22%

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- Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Black and minority ethnic	White
43	125

Muslim	Non-Muslim
21	150

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	54%	59%
	- Nurse?	77%	88%
	- Dentist?	9%	21%
	- Mental health workers?	38%	38%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	67%	66%
11.5	Do you think the overall quality of the health services here is very / quite good?	68%	75%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	0%	66%
SAFETY			
14.1	Have you ever felt unsafe here?	19%	14%
14.2	Do you feel unsafe now?	7%	7%
14.3	Not experienced bullying / victimisation by other prisoners	70%	76%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	43%	33%
14.5	Not experienced bullying / victimisation by members of staff	58%	72%
14.6	If you were being bullied / victimised by staff here, would you report it?	45%	45%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	50%	52%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	42%	65%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	0%	1%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	0%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	63%	75%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	93%	80%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	56%	68%
17.4	Have you done ROTL - day or overnight release in this prison?	55%	64%
	For those who have done ROTL - day or overnight release, did it help you to achieve your objectives or targets?	47%	49%
PREPARATION FOR RELEASE			
<i>For those who expect to be released in the next 3 months:</i>			
18.3	Is anybody helping you to prepare for your release?	83%	93%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	73%	59%

		45%	60%
		75%	87%
		5%	20%
		37%	37%
		67%	64%
		62%	75%
		33%	66%
		10%	16%
		0%	8%
		77%	74%
		28%	37%
		42%	71%
		26%	48%
		61%	50%
		53%	60%
		0%	1%
		0%	0%
		68%	73%
		95%	82%
		56%	65%
		67%	59%
		47%	49%
		89%	90%
		68%	61%

HMP & YOI Hollesley Bay 2018

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

- responses of prisoners who reported that they had mental health problems compared with those who did not.
- responses of prisoners who reported that they had a disability compared with those who did not.

Please note that these analyses are based on summary data from selected survey questions only.

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Mental health problems	No mental health problems	Have a disability	Do not have a disability
44	126	38	130

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 25 years of age?	12%	7%	8%	8%
	Are you 50 years of age or older?	16%	33%	35%	27%
1.3	Are you from a minority ethnic group?	21%	27%	5%	32%
7.1	Are you Muslim?	14%	11%	8%	13%
11.3	Do you have any mental health problems?			49%	19%
12.1	Do you consider yourself to have a disability?	42%	15%		
19.2	Are you a foreign national?	2%	0%	3%	0%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	2%	2%	5%	2%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	88%	91%	76%	94%
2.4	Overall, were you treated very / quite well in reception?	98%	96%	92%	98%
2.5	When you first arrived, did you have any problems?	80%	30%	63%	36%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	53%	50%	39%	58%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	100%	95%	97%	96%
3.5	Have you had an induction at this prison?	100%	100%	100%	100%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	71%	73%	71%	72%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	2%	4%	8%	2%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	84%	96%	89%	94%
	- Can you shower every day?	86%	94%	87%	93%
	- Do you have clean sheets every week?	74%	81%	72%	81%
	- Do you get cell cleaning materials every week?	79%	87%	78%	87%
	- Is it normally quiet enough for you to relax or sleep at night?	68%	82%	71%	80%
	- Can you get your stored property if you need it?	25%	43%	30%	40%

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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

	Mental health problems	No mental health problems	Have a disability	Do not have a disability
	44	126	38	130

FOOD AND CANTEEN					
5.2	Do you get enough to eat at meal-times always / most of the time?	54%	51%	42%	54%
5.3	Does the shop / canteen sell the things that you need?	55%	65%	71%	61%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	71%	77%	70%	77%
6.2	Are there any staff here you could turn to if you had a problem?	67%	75%	74%	73%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	50%	44%	42%	47%
6.6	Do you feel that you are treated as an individual in this prison?	52%	56%	51%	56%
FAITH					
<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	66%	84%	75%	80%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	83%	88%	82%	87%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	55%	43%	45%	46%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	28%	22%	27%	22%
8.3	Are you able to use a phone every day (if you have credit)?	95%	98%	97%	98%
<i>For those who get visits:</i>					
8.7	Are your visitors usually treated respectfully by staff?	78%	89%	94%	84%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	5%	4%	8%	3%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	50%	53%	47%	54%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	49%	51%	47%	53%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	79%	83%	82%	82%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	71%	80%	71%	79%
10.3	Is it easy for you to make a complaint?	56%	57%	71%	54%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	41%	39%	56%	31%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	25%	23%	26%	22%

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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

	Mental health problems	No mental health problems	Have a disability	Do not have a disability
	44	126	38	130

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	56%	58%	58%	57%
	- Nurse?	93%	83%	97%	82%
	- Dentist?	17%	18%	29%	15%
	- Mental health workers?	72%	24%	43%	36%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	64%		47%	76%
11.5	Do you think the overall quality of the health services here is very / quite good?	73%	73%	71%	73%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	63%	61%	63%	
SAFETY					
14.1	Have you ever felt unsafe here?	19%	15%	14%	16%
14.2	Do you feel unsafe now?	7%	7%	8%	7%
14.3	Not experienced bullying / victimisation by other prisoners	59%	79%	56%	80%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	34%	36%	27%	38%
14.5	Not experienced bullying / victimisation by members of staff	59%	70%	59%	69%
14.6	If you were being bullied / victimised by staff here, would you report it?	50%	43%	42%	46%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	52%	50%	46%	52%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	57%	59%	62%	58%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	2%	0%	0%	1%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	0%	0%	0%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	74%	70%	71%	71%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	83%	83%	78%	85%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	71%	61%	50%	67%
17.4	Have you done ROTL - day or overnight release in this prison?	60%	61%	67%	57%
	For those who have done ROTL - day or overnight release, did it help you to achieve your objectives or targets?	47%	51%	46%	50%
PREPARATION FOR RELEASE					
<i>For those who expect to be released in the next 3 months:</i>					
18.3	Is anybody helping you to prepare for your release?	94%	89%	92%	90%
FINAL QUESTION ABOUT THIS PRISON					
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	57%	63%	53%	64%

HMP & YOI Hollesley Bay 2018

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:
 - responses of prisoners aged 50 and over are compared with those of prisoners under 50
 Please note that these analyses are based on summary data from selected survey questions only.

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

50 and over	Under 50
48	120

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?	0%	11%
	Are you 70 years of age or older?	6%	0%
1.3	Are you from a minority ethnic group?	8%	33%
7.1	Are you Muslim?	0%	16%
11.3	Do you have any mental health problems?	15%	30%
12.1	Do you consider yourself to have a disability?	28%	20%
19.2	Are you a foreign national?	0%	1%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	2%	3%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	94%	89%
2.4	Overall, were you treated very / quite well in reception?	100%	96%
2.5	When you first arrived, did you have any problems?	40%	43%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	59%	51%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	98%	97%
3.5	Have you had an induction at this prison?	100%	100%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	83%	69%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	4%	3%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	100%	90%
	- Can you shower every day?	94%	92%
	- Do you have clean sheets every week?	84%	78%
	- Do you get cell cleaning materials every week?	91%	83%
	- Is it normally quiet enough for you to relax or sleep at night?	82%	77%
	- Can you get your stored property if you need it?	50%	34%

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	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

50 and over	Under 50
48	120

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	47%	53%
5.3	Does the shop / canteen sell the things that you need?	68%	60%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	92%	70%
6.2	Are there any staff here you could turn to if you had a problem?	82%	70%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	44%	46%
6.6	Do you feel that you are treated as an individual in this prison?	59%	54%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	82%	78%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	85%	88%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	54%	44%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	19%	25%
8.3	Are you able to use a phone every day (if you have credit)?	98%	98%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	100%	81%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	2%	5%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	62%	50%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	51%	51%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	89%	80%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	88%	73%
10.3	Is it easy for you to make a complaint?	62%	54%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	64%	34%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	9%	28%

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

50 and over	Under 50
48	120

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	62%	56%
	- Nurse?	93%	82%
	- Dentist?	32%	13%
	- Mental health workers?	33%	39%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	57%	68%
11.5	Do you think the overall quality of the health services here is very / quite good?	81%	70%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	50%	68%
SAFETY			
14.1	Have you ever felt unsafe here?	13%	16%
14.2	Do you feel unsafe now?	9%	6%
14.3	Not experienced bullying / victimisation by other prisoners	74%	74%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	37%	35%
14.5	Not experienced bullying / victimisation by members of staff	88%	61%
14.6	If you were being bullied / victimised by staff here, would you report it?	57%	40%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	57%	50%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	71%	54%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	0%	1%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	0%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	74%	71%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	85%	83%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	74%	61%
17.4	Have you done ROTL - day or overnight release in this prison?	43%	65%
	For those who have done ROTL - day or overnight release, did it help you to achieve your objectives or targets?	55%	46%
PREPARATION FOR RELEASE			
<i>For those who expect to be released in the next 3 months:</i>			
18.3	Is anybody helping you to prepare for your release?	95%	88%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	66%	60%