

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

**For reporting year
1 January 2024 to 31 December 2024**



Published September 2025

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Introductory sections 1 – 3

1. Statutory role of the IMB

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

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

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

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

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

2. Description of the establishment

HMP/YOI Hollesley Bay is a men's open prison and young offender institution, with an operational capacity (the maximum number of prisoners that can be held without serious risk to safety, security, good order and the proper running of the planned regime) of 655 adult and young adult (18-21) male prisoners¹. There was a temporary operational capacity reduction to 577 agreed in December, when a unit had to be closed for major repairs.

The prison is located in east Suffolk, on an 85-acre site, a mile from the North Sea. It has no secure boundary and has a public road running through the centre. The nearest large town is Ipswich, around 20 miles away

It comprises 14 residential units. Accommodation varies, from the older units of both single and shared rooms with shower blocks and toilets, through to the new, enhanced residential modular units offering single ensuite rooms.

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

For the great majority of prisoners, Hollesley Bay will be their last destination before release and emphasis is placed on rehabilitation and preparation for a return to society.

After sentence planning, carried out on arrival, the main objective for prisoners is to assume more responsibility for themselves, be it in work and/or training, and for their behaviour.

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

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

Assessment of the effectiveness of delivery against these objectives is via weekly meetings, which are summed up by the PROUD acronym. Each theme is discussed on a routine basis:

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

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

Ambitions and objectives are on view as one enters the gatehouse to the prison. The IMB has welcomed this approach and remains fully supportive of the framework described and the ongoing weekly assessment.

Early in 2024, a feasibility study was commissioned by the eastern area Prison Group Director to consider whether Hollesley Bay and (nearby) Warren Hill could operate under a single governance model. After an in-depth evaluation and thorough consultations, the proposal to adopt the model was recommended and subsequently approved. By the end of the year, negotiations with the trade unions were complete and the appointment of the Governor, and a single management team, was expected in the first quarter of 2025.

In April 2024, Hollesley Bay was subject to an unannounced inspection by HM Inspectorate of Prisons (HMIP). A report was published in July and included a covering statement from the Chief Inspector. He wrote that 'Hollesley Bay was one of the most impressive jails in the country, led by an innovative Governor with a strong team'. The following outcomes for prisoners were found:

- Good for safety
- Good for respect
- Reasonably good for purposeful activity
- Good for preparation for release

3. Key points

3.1 Main findings

Safety

- From its observations, the Board considers the prison to be a safe place for prisoners and staff.
- Any incidents of bullying or aggression detected or suspected appear to be followed up quickly and dealt with efficiently and effectively.
- There were no official serious incidents recorded during the reporting year.

Fair and humane treatment

- The IMB considers that prisoners are treated fairly, humanely and consistently at Hollesley Bay. The culture within the prison seems to encourage dignity and respect between prisoners and staff.
- Prisoners convicted of sexual offences (PCoSO) continue to be carefully assimilated into the prison.
- From the Board's observations, a complacent attitude to fair and humane treatment is actively discouraged. Staff and prisoners are continually reminded by the Governor and senior staff of the need for vigilance and of the standards required.

Health and wellbeing

- Overall, the IMB assesses the prisoners' health and wellbeing needs as being generally met.
- The health and social needs of older prisoners and those with mobility needs appear to be actively considered.

Progression and resettlement

- Following induction, all prisoners, other than those who are on long-term sick or past retirement age, are required to be purposefully engaged whilst at the establishment.
- An assessment process takes place as soon as possible after arrival. Prisoners may express a preference about whether they wish to take on a work role within Hollesley Bay or engage in a vocational training course or education.
- A dedicated member of staff continues to seek out and establish links with local employers, with the aim of increasing job opportunities available to prisoners.
- In the Board's view, there is an emphasis on prisoner employability. Outside work is regarded as a priority for the prison. It is firmly set within the wider context of prison life as an earned privilege (under the prison's incentives scheme) and also within the sequencing regime (a structured, progressive regime that rewards positive engagement through opportunity, pay, privilege and accommodation).

3.2 Main areas for development

TO THE MINISTER

- The Board will continue to press for a review of the 2023 decision to reject the Justice Select Committee's recommendation, for the re-sentencing of IPP prisoners (serving Imprisonment for Public Protection sentences). Although some changes have been made, these do not, in the main, benefit serving prisoners in the open

estate. What specific steps will the Minister take to address the Board's concerns and ensure a more effective and equitable approach to re-sentencing?

- The Board appreciates that continuing prison population pressures resulted in the implementation of SDS40 (a temporary early release scheme to address prison overcrowding, which allowed certain eligible prisoners to be released after serving 40% of their sentence, rather than the usual 50%) during 2024. However, it questions whether the impact on establishments is taken into account when considering the timeframe required for such schemes. Some 200 discharges were dealt with by Hollesley Bay during a six-week period, with the usual figure being around 60. A considerable workload across many departments was necessary to ensure that all necessary checks were completed and support put in place before release dates. What measures is the Minister considering to lessen these effects and ensure adequate support for both prisons and released individuals, particularly in terms of proper checks and pre-release preparation?
- Major construction work is proposed at Sizewell C, a government-approved project. The Board is disappointed to find that no job opportunities have been identified for day-release prison workers. Will the Minister highlight this issue?

TO THE PRISON SERVICE

- The year 2025 promises to be one of major change for HMP/YOI Hollesley Bay as it starts on the pathway to a single management structure with nearby HMP Warren Hill. This may be a challenging time for staff, as they contemplate what the future may hold for them. Any uncertainty could impact prisoners. The Board is very mindful of the need for careful monitoring as the process gets underway and to be alert for any issues that may arise.
- The Board hopes that the change will result in increased benefits for the prisoners in both establishments, and that this, rather than a cost-saving exercise, will be a priority. What specific, measurable actions will be taken to ensure that the changes genuinely prioritise increased benefits for prisoners over cost savings, and how will these be tracked and evaluated?
- The Board continues to comment favourably on the sequencing pathway at Hollesley Bay and trusts that sequencing will remain at the heart of prisoner progression.
- The Board considers that the reception unit at Hollesley Bay handles prisoner property effectively. However, we cannot comment favourably on property being moved between establishments. A failing system that requires a drastic overhaul. What steps are being taken to address the failing system and when can we expect to see substantial improvements in this area?
- The IMB is pleased to see the increasing use of prisoner work teams to undertake painting and decorating around the prison. Where possible, they have also helped with refurbishment work within units, but this does not detract from the constant need for increasing investment in capital projects and maintenance.

TO THE GOVERNOR

- Although additional benches have been added to the outdoor seating area adjacent to the visits hall, the Board asks that the number is kept under review to ensure that as many visitors as possible can be accommodated.
- DNAs (did not attend) continue to be a problem for the healthcare department. The Board requests that a further review of the management of the appointments process is undertaken.

- The Board acknowledges that, whenever possible, a single room is offered to prisoners. However, we will continue to push for single rooms for all.
- The Board asks if there any plans to introduce in-cell telephony at Hollesley Bay.
- The Board is pleased to acknowledge the very positive result of the unannounced HMIP inspection in April. It also notes the positive comments by the Chief Inspector.
- The Board commends the induction unit and other staff for their response to the unexpected closure of Wilford unit for urgent maintenance and the need to relocate prisoners and the induction programme.
- The sensory garden adjacent to Samford unit is a welcome addition. The Board looks forward to its continuing development.

3.3 Response to the last report

Issue raised	Response given	Progress
<u>To the Minister</u>		
1. The Board requested that the Government revisit its rejection of the Justice Select Committee's recommendation for the re-sentencing of IPP prisoners.	The Minister noted the Board's disappointment and explained that such resentencing would likely result in release without any custody supervision.	The Board has repeated.
2. Schemes such as TPRS (temporary presumptive recategorisation scheme) can have a negative impact on open establishments if prisoners arrive shortly before release. The Board asked that any future schemes should always take into account the time required to work with individuals in a meaningful way.	TPRS eligibility has been expanded from 12 weeks from release to 12 months, and with a stricter eligibility criteria.	Eligibility has been extended and this is helpful. However a further scheme, SDS40 (which allows eligible prisoners serving determinate sentences to be released after completing 40% of their sentence, rather than 50%) was introduced in 2024, again putting departments under considerable pressure to meet deadlines.
<u>To the Prison Service</u>		
1. With sequencing now firmly embedded in Hollesley Bay, will this clear pathway for progression be recognised as an	HMPPS' specialist Support Group will work with all relevant internal stakeholders to understand more about sequencing, its	The Custody Group visited in December. Reported several positive practices. Will share and then add to the Custody

example of good practice?	impacts and whether it is transferable.	Improvement Catalogue.
2. Is there less priority given to the level of investment in the open estate? It faces the same pressing need for investment in capital projects and maintenance.	The open estate is given the same priority as others regarding funding initiatives. Rust on modular units is being actively addressed. Capital projects planned.	Noted by the Board. Rust appears to be an ongoing issue.
3. The Prisoners' Property Policy Framework is not working effectively. The losses that occur when prisoners move between establishments require particular scrutiny.	The Board's concern is noted. Digitally recorded prisoner escort records include a property section. Reminder of volumetric control limits.	Still ongoing issues when prisoners transferring in. Complaints have risen about this issue.
4. The need for hourly observations of prisoners arriving too late to be seen by the healthcare departments highlights an important need. Those responsible for transfers should be aware of those prisoners without 24-hour healthcare.	Prisoners should only arrive at prisons within the contracted reception opening hours. Escorting services should notify the prison of any delays. Hollesley Bay staff elect to monitor the wellbeing of late arrivals.	Noted as in Hollesley Bay's staff's attention to their duty of care to late arrivals.
5. The Board is disappointed that the Governor's request for a dedicated search dog was not approved. It hopes the decision will be reconsidered.	Regrettably, there are no additional resources for a dedicated search dog. Regional dog handlers can be deployed on request.	Noted. Warren Hill search dogs continued to provide valuable assistance.
6. Will the key worker scheme be extended to the open estate? The Board considers that prisoners approaching a vital stage of their	Key work is not resourced centrally for the male open estate. Governors can continue to deliver a personal	Noted.

<p>sentence, namely release, would benefit from the support of this structured weekly discussion with a named officer.</p>	<p>officer scheme should they wish.</p>	
<p><u>To the Governor</u></p> <p>1. The Board recognises the work done to reduce shared accommodation across Hollesley Bay. It will, however, continue to press for single rooms across the estate and hopes the Governor will adopt this aim.</p> <p>2. A review of the arrangements for dispensing medication is requested. The current regime is slow and cumbersome, which leads to frustration among prisoners and friction with healthcare staff.</p> <p>3. The Board suggests that there is a need to review the handling of prisoners' post, in particular where healthcare appointments are concerned.</p> <p>4. The outdoor area is now firmly established as a valuable part of the Hollesley Bay visitor experience. Will the need for additional seating be considered?</p>	<p>Acknowledged at Board meetings.</p> <p>Acknowledged.</p> <p>Acknowledged and reviewed.</p> <p>Additional seating provided.</p>	<p>The Board will continue to raise this issue.</p> <p>Review completed.</p> <p>2024 saw continuing issues. Repeated.</p> <p>Provided. Popularity suggests yet more be provided, if possible.</p>

Evidence sections 4 – 7

4. Safety

4.1 Reception and induction

Whenever the IMB visits the reception unit, it is found to be bright and comfortable. Artwork in the waiting area provides a splash of colour. Staff are welcoming, which is obviously important when processing new arrivals. A reception orderly, who is a Listener (a prisoner trained by the Samaritans to offer confidential emotional support to fellow prisoners), is also present to offer a welcome and support.

Some prisoners continue to arrive in the evening after staff from the healthcare department have left. This means their medical assessment cannot be completed until the next morning. Staff are mindful of their duty of care and late arrivals are put on hourly observations in the induction unit. While Hollesley Bay is willing to accept late arrivals, the Board would suggest that these should be avoided whenever possible.

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

All arrivals are given an induction booklet to assist with familiarisation about what is offered at Hollesley Bay and to help them find their way around. Some prisoners report that it can take quite a while to adjust to the size and openness of the site. In particular, the lack of fences is mentioned.

The induction unit, Wilford, had to be closed in December for major repairs. The induction staff helped facilitate the transfer of the majority of the prisoners to Mutford unit, with the remainder taking up residence on nearby Stow and Hoxon units. The induction programme was soon up and running again and the IMB commends the smooth transfer.

4.2 Suicide and self-harm, deaths in custody

From the Board's observations, there is a strong focus on safety at Hollesley Bay and of offering support tailored to an individual's needs.

Any prisoner who is causing concern is discussed at the morning briefing and appropriate care agreed. The monthly safety intervention meeting (SIM) remains very much prisoner-focused and the IMB has noted the careful in-depth discussions among prison-wide departments and agencies.

The number of assessment, care and custody and teamwork (ACCT) documents (which are used to support prisoners at risk of self-harm and suicide) remained steady at 27, the same as in 2023. Almost half the documents were opened when a prisoner was either being transferred out, being moved to another wing or was dissatisfied with the prison regime. All staff - and the IMB - are advised of the opening of a care plan and the outcome of reviews so there is prison-wide awareness of individuals requiring additional support.

Challenge, support and intervention plans (CSIPs), used to support and manage prisoners who pose an increased use of violence, saw a drop from the previous year. Out of 112 referrals, 56 progressed to an open CSIP. A total of 87 were opened in 2024. The main reasons behind the referrals were threats (12), intimidation (10) and violence (11). The prison makes it very clear that these are all behaviours that will not be tolerated.

Self-harm incidents also fell in 2024 to five, from seven in the previous year. Three of these incidents occurred at the time of a transfer out of Hollesley Bay.

There were two deaths in the prison during the year, both of which were sudden. In one instance, an inquest has been completed and the IMB notes the following action plan:

- The head of healthcare was advised that any prisoner reporting as clinically unwell should have a full set of clinical observations undertaken. All healthcare staff should also be trained and competent in the use of the NEWS2 scoring system. They should document a NEWS2 score with every full set of physical observations to give a clear indication of the deteriorating patient.

One other prisoner died in hospital, where he was being treated for a serious illness

4.3 Violence and violence reduction, self-isolation

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

However, there was an increase in the number of prisoner-on-prisoner assaults: 11 in 2024, up from just two in the previous year. The IMB is satisfied that these were thoroughly investigated, with CSIPs opened, inappropriate behaviour challenged and abscond risk assessed. Some prisoners have arrived at Hollesley Bay with little of their sentence left to serve. The Board has observed that some have no interest in complying with the prison's expected standard of behaviour and can be disruptive.

The adjudications (disciplinary hearings held when a prisoner is alleged to have broken prison rules) observed by the Board have been consistently fair. We note that prisoners have been given every opportunity to state their case. So far, few prisoners have taken up the option of community pay-back awards.

There were seven absconds from the prison during the year, just one more than in the previous year.

4.4 Use of force

All use-of-force incidents were discussed and reviewed at a meeting, which the Board observed.

The Board notes that the prison continues to be reliant on training being enabled at other establishments and hopes that this will soon be 'in house', with its own instructors in place.

A total of 13 use-of-force incidents were recorded in the year, two more than in the previous period. The Board is pleased to note that no Pava incapacitant spray was used, although it is carried by night-time staff.

4.5 Preventing illicit items

The IMB notes that staff continue to be reminded that security is the responsibility of all, and that, in turn, keen observations have led to searches and good finds of illicit and prohibited items. Nearby HMP Warren Hill or the national dog team have continued to provide search dogs to the establishment.

The need to complete incident reporting scheme (IRS) forms is strongly enforced, with the reporting year seeing a 2.9% rise in the number submitted: 4,435, compared with 4,310 in 2023 with June and September seeing the highest number of submissions. The majority of reports related to drugs, mobile phones, possession of unauthorised items and

inappropriate or suspicious behaviour.

<u>Number of illicit finds</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>
Drugs	111	150	193	228*
Alcohol	45	25	24	16
Mobiles	133	166	241	276
Other items	not known	not known	314	363**

**In 2024, this includes cannabis, cocaine, ketamine, testosterone and unidentified tablets and medication*

***This includes items such as unauthorised vapes, money, paper intel, tools etc.*

The open site with a public road running through the centre continues to present challenges in preventing drop-offs of prohibited items. Ther Board, therefore, welcomed the opening of a security hut, near the road. CCTV was also installed inside two of the units near the road, Stow and Hoxon.

Extensive data evidence finds, drop-offs and security intelligence and highlights evolving trends, risks and areas of heightened concern.

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

5. Fair and humane treatment

5.1 Accommodation, clothing, food

Some prisoners still seem unprepared for fact that they will probably be required to share a room when they first arrive at Hollesley Bay, unless there are health reasons that indicate otherwise.

After having had their own room/cell in their previous establishment, many then view Hollesley Bay somewhat negatively. Although the IMB is assured that sending establishments have this information, the Board's assessment is that it often does not filter through to those to whom it matters: the prisoners.

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

Approximately 15% of rooms are shared, with the smaller ones offering limited privacy and space. The Board accepts that, when possible, single accommodation is made available. However, we will continue to press for single rooms, which offer privacy and dignity, across the entire Hollesley Bay estate.

Older units show signs of wear and tear and are often in need of ongoing maintenance. The Board also notes continuing signs of rusting metalwork on the new modular units.





Wilford, the induction unit, had to be closed in December for major work. A boiler broke down and then leaky pipework was discovered. This then offered an opportunity to fit new flooring and undertake a refurbishment and deep clean of the unit.

A rolling programme of painting and decorating by a prisoner workforce helps ensure a clean and bright living environment. The grounds, a haven for wildlife, are enhanced by colourful flower beds and a number of prisoner-created sculptures.

The gardens team has helped create a sensory garden adjacent to Samford unit. This is a welcome addition, offering the opportunity to relax in peaceful and calm surroundings.

All prisoners are expected to accept responsibility for ensuring they live in clean and decent conditions, while a few units still have wing cleaners. However, on our visits to the units, we do, at times, still see instances of sinks blocked by food waste, greasy hobs or overflowing rubbish bins.

The prison's ongoing system of decency ratings for all residential units gives a very clear indication of their standard. A weekly inspection and assessment by a Governor provides a rating of between 1-4 (see the diagrams, below). Results are discussed at a weekly meeting, with minutes then circulated. The Board continues to view this innovative system as a positive practice.

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

For those in need when they arrive at the prison, the chaplaincy team holds a good range of essential clothing. Chaplaincy also has access to a fund, administered by The Rope Trust, which enables grants for individuals and more general grants for clothing and footwear.

The IMB is still awaiting news of the much-anticipated new kitchen. The 2021 temporary 'field kitchen' is still in place and continues to produce meals for both Hollesley Bay and nearby HMP Warren Hill. Appliance failures continue to be an issue. All meals are packed onto heated trolleys and then delivered by lorry to both sites. This is not ideal, particularly if the lorry breaks down or there are unexpected driver issues.

Prisoners' anecdotal rating of the food varies from 'poor' and 'ok' to 'better than at my previous place'. Microwaves are available on all units, so there is the provision to heat or cook food. Sequencing offers access to units with well-fitted self-cook areas that are equipped with ovens and hobs.

5.2 Segregation

As an open prison, Hollesley Bay does not have a segregation unit, but it does have a secure cell in the reception unit. This is used to hold prisoners who are believed to be intoxicated or who present an abscond risk.

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

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

During 2024, 190 prisoners were returned to closed conditions. The reasons for this included positive mandatory drug testing, possession of unauthorised items, inappropriate or suspicious behaviour and further criminal charges.

5.3 Staff and prisoner relationships, key workers

Good relationships between staff and prisoners are an important part of the culture of respect that is central to life at Hollesley Bay.

From visits to units and departments and monitoring adjudications, reviews and meetings, we have noted friendly, helpful and appropriate interaction. From our observations, if any concerns have arisen and been brought to the attention of a Governor, these have been followed up appropriately.

A Board member regularly observes the monthly prison council meetings. These are attended by Governors, prisoner representatives from each unit and staff from many areas of the prison. The discussion is open and wide ranging. Prisoner forums are also held on each unit by the unit custodial manager, where there is another opportunity to share matters of concern.

The key worker scheme is not offered in the open estate. The Board questioned this in its report last year and understands there is no plan for its introduction.

5.4 Equality and diversity

‘Diversity and Inclusion that celebrates all people within our vibrant community’ is how the establishment describes one of its key priorities. Delivery includes challenging data to ensure that access to privileges and opportunity is fair and equitable.

Close scrutiny and analysis of very detailed data from every area of the prison are carried out at the monthly diversity and inclusion (D&I) meeting. The meeting is attended by Governors and heads of departments. Ipswich and Suffolk Council for Racial Equality (ISCRE) also has a permanent invitation. ISCRE’s involvement gives the IMB reassurance that equality matters are taken seriously by the Governor and senior management team (SMT). ISCRE also hosts forums with prisoners who represent protected characteristics, which include race, religion, age, disability, sex and sexual orientation.

As in previous years, the IMB has noted some perception of bias amongst black, Asian and minority ethnic group prisoners. These prisoners feel that they are more likely to be subject to searches, adjudications and mandatory drug testing (MDT), as well as to be returned to closed conditions. While scrutiny of the data confirms there may be some validity to the first three of these perceptions, it also shows that this prisoner group is then less likely to be returned to closed conditions.

The IMB encourages any prisoner who feels subject to bias or discrimination to submit a discrimination incident reporting form (DIRF) so that their concerns can be carefully scrutinised. Reports, investigations and outcomes are subject to an independent scrutiny by ISCRE.

The reporting year saw 16 DIRFs submitted, compared with 12 in 2023. The IMB notes the increase and will monitor for any emerging trends. Of the 16, one was upheld and one did not proceed, while the remainder were not upheld.

5.5 Faith and pastoral support

The prison’s chaplaincy service comprises one full-time managing chaplain, and four part-time staff, employed by the nearby HMP Warren Hill, and their services are shared. There is a Christian chapel and a multi-faith centre on site. A prayer room has been added to the visits hall to enable visitors to pray with those they are visiting.

The chaplaincy can call on representatives of almost all major faiths locally and the prison celebrates most major world religious festivals with families.

There remain some issues with food preparation. For example, halal food must be stored, prepared and cooked separately, but no such facilities currently exist. There may be

opportunities in due course, when the current temporary field kitchen is replaced by the proposed state-of-the-art permanent kitchen.

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

On average, the chaplaincy handles 7-10 cases of bereavement support, counselling and pastoral care each month. Although that number has increased as the prison roll has grown, staffing has not increased proportionately.

As reported in the Board's previous reports, the offices used by the chaplaincy and the adjacent chapel would benefit from capital investment and modernisation to make them more comfortable and welcoming.

The service is greatly appreciated throughout the prison and the IMB commends the chaplaincy for the care and support they offer. We are also impressed by the way in which religious celebrations are made accessible and welcoming to those of other faiths.

There are arrangements in place for food parcels to be delivered to families to help them when the prisoners go home and the extra financial burden cannot be met. The chaplaincy also has access to a fund administered by The Rope Trust and, during 2024, provided grants for individuals and more general grants for clothing and footwear, plus, more recently, for tools for work. The chaplaincy offers a good range of essential clothing for those in need when they arrive at the prison.

The prison supports a small group of prisoners attending the annual prisons' service at Bury St Edmunds cathedral. The IMB has observed that prisoners take an active part in the service and also contribute to the post-service discussion, chaired by the Dean.

5.6 Incentives schemes

On arrival at Hollesley Bay, all prisoners are placed on enhanced status, the highest level of the prison's incentives scheme.

As part of the PROUD programme, a weekly meeting reviews any change in the status of individual prisoners. This is particularly so when poor behaviour has been reported. Discussions are led by the head of residence and the resettlement manager. The IMB observes that these meetings are fair and thorough in their discussion of an individual's circumstances.

5.7 Complaints

The IMB has regular contact with the complaints clerk and business hub manager and receives a monthly breakdown of complaints, which helps ensure effective monitoring. The complaints clerk checks the figures and advises on actual or perceived trends. The IMB also assesses the full year's data against the previous year's, and no specific trends have been detected by the clerk or the IMB for 2024.

There were 315 complaints in 2024, compared with 173 in 2023 and 278 in 2022. They related mainly to offender management (93/30%), residential (52/16%) and staff (42/13%), 187 (59%) in total. The rise is attributable, in part, to an individual making 42 complaints, mainly on issues concerning offender management, as well as in regard to prisoners'

concerns about their entitlement to be considered under the early release schemes introduced in 2024.

On the staffing issue, discussions with the business hub manager indicate that complaints arise in some instances because prisoners have not been given the answers they wanted or because staff's delivery of the message may not always have been expressed in a way that the prisoner can understand easily. In connection with this, the IMB is pleased to note that training is being given to staff on improving interactions with prisoners who have neurodivergent issues.

No complaints were categorised as discrimination. Staff are reminded frequently that if a prisoner complaint alludes to unfair treatment because of a protected characteristic, this must be acknowledged and addressed specifically in the response.

From the Board's observations, complaints were processed diligently and responses given to the majority within the required timeframe. A sample of responses is assessed monthly by the SMT, to ensure they are appropriate, and overall scrutiny of the system is carried out by a Governor, who randomly checks a sample of completed complaints each month. If follow-up is needed or decisions are questioned, this is recorded.

5.8 Property

The IMB is disappointed to note that property complaints increased to 20 in 2024 (compared with nine in 2023), which seems mainly to be in connection with transfers from other prisons. The reporting year saw increased churn of prisoners to and from the prison, notably under the temporary presumptive recategorisation scheme (TPRS), which allows eligible prisoners to be transferred to open prisons earlier in their sentence to aid with resettlement and early release schemes, which has impacted the figures.

Nevertheless, the Governor has made it clear that he would like property matters to be resolved without recourse to the complaints system, either locally or to the Independent Prisons and Probation Complaints Commission (which carries out independent investigations into prisoner complaints).

The situation is compounded by the fact that some prisoners either do not have their entire property sent on the day of transfer or, possibly, not at all. This may, at times, be attributed to the restriction on the number of property bags carried in the transporting vehicle. There are limits aligned to HMPPS volumetric control. The IMB is pleased to note that Hollesley Bay staff have travelled to collect prisoners' missing belongings in several instances, combining the trip with prisoner transfers, where possible.

Hollesley Bay has developed well-run routines for handling prisoners' property. This is stored in sturdy, carefully labelled boxes, enabling items to be located easily, and a careful record is kept of items stored.

6. Health and wellbeing

6.1 Healthcare general

Healthcare is a nurse-led service at Hollesley Bay, provided through Practice Plus Group, which is open from 7am to 6.30pm on weekdays and between 7am and 5pm at weekends. Overall, the IMB is satisfied that the prisoners' healthcare needs are being met.

At the time of preparing the report, the healthcare department was pleased to be up to its budgeted staff complement – a total of 21 individuals, a full-time equivalent (FTE) of 17.2. Staff include an advanced nurse practitioner, mental health trained practitioners, pharmacy staff and a long-term conditions nurse. GP half-day sessions have increased over the year to four per week, run over three days. Additionally, there is a physio clinic three times a week, a podiatry clinic once a week and an optician offering 1.5 sessions per month.

As noted in previous reports, the number of prisoners over the age of 50 has increased, from an average of 20% in 2020 to 25% in 2025, leading to increased demand for healthcare and social care services.

Overall, the IMB considers that the healthcare team is well-integrated into other services in the prison, and it participates appropriately in multi-agency case reviews, ACCT reviews and prisoner support following adjudications.

The HM Inspectorate of Prisons (HMIP) report from the April 2024 inspection was generally positive about the healthcare provision. Most prisoners who were specifically asked about the service provided positive comments: for a survey carried out as part of the inspection, 44% of respondents said the overall quality of healthcare services was good. The HMIP report noted that the waiting area for healthcare appointments was, at times, overcrowded, a frustration shared by the healthcare team, which hopes to continue the upgrading of the facilities and physical environment of the clinic area that was carried out in the reporting year.

The healthcare team would like to increase the number of nurses and have submitted a business case to NHS England for additional resources. The team also have aspirations to have a room on Blything adapted for clinic use, preferring to carry out assessments in the unit, a development which would be supported by the IMB.

Six IMB applications related to healthcare issues, but they did not raise any systemic problems. In terms of formal prisoner complaints, 13 were recorded in 2024 concerning healthcare, compared with eight in 2023 and 18 in 2022.

Neurodiversity

The prison has a neurodiversity support manager (NSM), who can offer support to neurodivergent prisoners, as well as staff awareness training. The number of prisoners formally supported in 2024 was around 200. Two prisoner neurodiversity mentors have been appointed, who are able to help support their fellow prisoners and who can give general guidance about the support offered.

Monthly neurodiversity 'hangouts' have been held, with different services and agencies within the prison invited to talk with prisoners about the support they offer. The NSM and mentors regularly attend prisoner and staff wellbeing days. These days provide a chance to highlight how neurodivergent prisoners can be supported and prepared for release.

6.2 Physical healthcare

Initial medical reviews are carried out on all new arrivals within 24 hours and the follow-up review within seven days, although more usually the latter takes place within a few days. Most prisoners now arrive with their medication: if not - and they arrive after hours - NHS 111 needs to be engaged. On average, 15% of prisoners are on prescribed medication.

A wide range of nurse-led clinics are offered. Across the year, there were 10,729 appointments with a nurse and 1,021 GP appointments. Of these appointments, 10.48% of prisoner who made appointments with a nurse did not attend (DNA), while the figure was 13.82% for GP appointments. This is clearly a waste of resources and the IMB would encourage any attempt to ensure that communication with staff and prisoners emphasises the importance of avoiding cancellations or failure to attend.

The healthcare department reports that it has a good working partnership with community health services, in particular the Heath Road Hospital in Ipswich, with informal contacts assisting a quick resolution of difficulties when they arise. From the Board's observations, this appears to be the case. There has been a joint effort to improve waiting times for non-urgent operations, leading to an overall reduction from 86 to 50 weeks. The IMB notes that hospital visits are on the increase for prisoners, which may be linked in part to the ageing demographic of the prisoner population.

The healthcare team carries out appropriate screening and vaccination programmes. Take up for flu vaccinations was 158 out of 244 eligible prisoners, it being noted that younger prisoners were less responsive to the campaign. All prisoners are offered hepatitis C screening at reception and no cases were detected during 2024.

Dental care

Dental care services are run by Community Dental Services (CDS) CIC. Throughout 2024, the team consisted of one contractor dentist providing two sessions one day a week. The IMB is pleased to note that changes are planned for the coming year, with a full-time dental nurse to be appointed, sessions to be increased and a dentist to be directly employed.

There were 391 new patient applications in the year, an increase from 371 in 2023. All new patient applications are triaged and emergency/urgent treatments booked for the next clinical session. For patients requiring additional treatment, there was then an average of 13 weeks further waiting time. At one point, 'did not attends' (DNAs) stood at 11% of appointments. However, with reminders being sent to patients, this has now significantly improved and in October-December only one patient failed to attend.

6.3 Mental health

In 2024, there were 2,486 specialist mental health appointments compared with 1,928 in 2023 and 1,056 in 2022. There were 11 DNAs for mental health appointments.

A first review of a patient's mental health needs on referral is carried out by a specialist nurse, and the follow-up 12-week review by a GP.

The team work closely with a charity, Forward Trust, which provides a talking therapies service, previously known as improving access to psychological therapies (IAPT), which is used for lower-level mental health issues such as anxiety and depression. Mental health appointments tend, therefore, to focus on longer-term mental health issues and psychotic disorders.

The charity, Headway Suffolk, comes into the prison once a month with their therapy dogs. Around 12 prisoners attend each session. A small number of prisoners have been referred for post-release support.

A one-page prisoner profile has been developed and is used from induction to release, and is also sent to external probation staff. It explains the prisoner's strengths, interests, challenges and support needs and can help provide a way to start a conversation.

Sensory blankets, 'fidgets', mood lighting, distraction drawing, sleep aids and colour overlays have all been used to good effect as calming aids.

6.4 Social care

All new arrivals are screened for social care needs. From the Board's observations, staff at Hollesley Bay have maintained good working relations with local authorities to ensure social care provision for prisoners when they are inside the prison and on release. Seven referrals were made for assessments during the reporting year.

Blything unit provides adapted facilities for those with mobility needs, and mobility scooters are issued when necessary. From the summer of 2024, there was a push to have these stored centrally to avoid blocking corridors. The possibility of improving door mechanisms for disabled access has been raised; this is a sensible suggestion, which the IMB supports and hopes will be taken forward.

6.5 Time out of cell, regime

As an open prison, prisoners can access much of the grounds during their free time and many, though not all, of the units have adjacent grassed areas equipped as open gyms. Most units have pool tables and table tennis tables that are well-used.

Use of the inside gym is encouraged, with regular attendance an average of just under 50%. Physical education instructor staff limit prisoners to three sessions per week but are readily flexible with this if capacity permits, and they help organise sporting fixtures and activities, particularly in better weather. The IMB would welcome any initiatives to encourage widespread use of the gym across all demographics.

There is evident encouragement of a healthy lifestyle promoted on noticeboards across the estate and through events and targeting campaigns, such as, for example, on quitting smoking and healthy eating.

6.6 Drug and alcohol rehabilitation

Phoenix Futures (PF) provide psychosocial support for those with addiction needs. They aim to see all those referred to their services within three days, with a review at eight weeks and then within two weeks of release. During the reporting year, they worked with 1,249 prisoners, an average of 17% of the prison population. The Board notes this is above their contracted rate of 12%.

PF supports on average around 100 prisoners at any one time, working primarily through a combination of group sessions and one-to-one support. This is supplemented with a range of other activities, such as yoga and monthly meetings run by Alcoholics Anonymous and Narcotics Anonymous. PF has a strong peer support team, a crucial underpinning of their service delivery.

There is an agreement in principle for PF to have 16 dedicated bed spaces on Blything unit. However, these are not always available because of the pressure on the unit for beds for those with mobility or social needs. The Board understands from PF that they would

welcome closer involvement in the mandatory drug testing process and follow-up. Closer joint working between the prison and the agency would be welcomed by the IMB.

On release, where appropriate, prisoners are put in touch with community services to continue their support and treatment. The high number of releases during 2024 proved challenging.

Over the reporting year, there were 374 random drug tests, with 37 (9.9%) positive results recorded. Of the 230 suspicion tests, 69 (30%) were positive. In addition, 3,089 tests were completed as part of the incentivised substance free living compact (a type of contract). The Board notes the increase in random testing from 2023, when 322 tests were completed. Positive results also rose from the 2023 figure of 8.4%.

Cannabis use was the consistent trend in both years.

6.7 Soft skills

The regime of Listeners (prisoners trained by the Samaritans to offer confidential emotional support to other prisoners) is advertised on each unit and staff also signpost prisoners to the service when appropriate. Although the aim is for a Listener on every unit, this can be difficult at times with ongoing progressive residential moves.

Unlock My Life ('We can open the door, only you can walk through it'), a peer-led rehabilitation programme, aims to improve mental health and wellbeing. The IMB is pleased to note that the project now has a portacabin on site, offering a safe place in which to run its courses in mental health awareness and peer support. A total of 156 men undertook some form of training with Unlock My Life in 2024.

The HMIP report from April 24 stated that only limited regular enrichment activities were available. Following this, the IMB noted a focus by senior managers in strengthening this provision.

Weekly PROUD decency meetings review and report on each unit, including enrichment activities. The IMB notes, though, that these reports are, at times, limited to the use of pool and table tennis tables. It also notes that unit forums have not always been convened.

Displays regarding various wellbeing resources are generally available on unit noticeboards. Wellbeing days continued through the year and the Board has noted the good interaction between prisoners and staff.

The Hollesley Bay Band continues to thrive and has taken part in church services, social and informal events. The Shack, a music and arts centre, is being developed and will open in 2025.

7. Progression and resettlement

7.1 Education, library

The head of education, skills and work has introduced enhancements to education and enrichment activities in the prison. The IMB has been pleased to note that closer partnership with People Plus has been developed and that the Ofsted report in 2024 awarded a 'good' score for purposeful activity in the prison.

The strong emphasis on functional skills has been maintained. Level 1 and 2 Maths and English and some IT courses are provided in classroom settings. Whilst the success rate from the courses has been high, take-up at Level 2 has been disappointing. The need to attend appointments, access to release on temporary licence (ROTL), other commitments and early release schemes have impacted numbers.

The IMB has raised concerns previously that a minority of prisoners still arrive at Hollesley Bay after several years in closed conditions without having achieved the most basic levels in literacy and numeracy. The IMB feels strongly that this issue should be addressed earlier.

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

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

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

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

Work packs are available to prisoners and where they prefer to work in their own rooms, this is usually accommodated and appropriate adjustments are made. This is less common than during the Covid pandemic. The IMB commends Hollesley Bay for some notable successes in helping prisoners access college courses.

A sensory garden has been created by prisoners within the walled garden near Samford unit and it has won praise from the Suffolk Police Commissioner. This has led to opportunities with the Suffolk Gardens Trust and opened the door to attendance at the Suffolk Show. Further enrichment activities have been developed with the charity, Britten Pears Arts, for music and there have been some real successes with artwork and sculpture in the Koestler Arts awards.

7.2 Vocational training, work

Hollesley Bay provides a good range of vocational training courses (see Annex C). The courses develop practical skills in workshops and teach theory under the guidance of dedicated tutors. Prisoners' progress is recorded in a workbook and assessments are by

written exams and practical coursework. Attendance is usually good and the standards attained by prisoners are high, sometimes exemplary.

Blything Industries was set up in 2023 by prison staff and is operated by prisoners in the former gym on Blything unit. This houses various light industries, working collaboratively and supporting prisoners rehabilitating from drug use. The work focuses on repair and restoration, design and creativity and some innovative projects with recycling canvas bags. Prisoners are also able to learn business skills, including quality control and costings, as well as financial skills, in a calm and friendly environment. The IMB regards this as a very welcome initiative.

Paid outside work and the sequencing regime specifies that all prisoners must obtain 'level' qualifications before they are considered for external jobs. For those sourcing their own employment, a Level 2 qualification will be required. For both, there is an agreed 60-mile radius for travel-to-work purposes. There are usually around 90 prisoners on outside work, with a target of 120.

It can be difficult to get prison workers into larger companies. The IMB has enquired, for example, whether there have been any employment opportunities offered at Sizewell C, the proposed new nuclear power station, where major construction work is proposed. The answer was a disappointing 'no', as the site will be using a supply chain and also the social responsibility angle was invoked. Construction companies often do not employ directly, instead using contractors. These contractors often prove difficult to contact and they tend to rely on their own pool of existing, known workers.

The Employment Advisory Board (EAB) is now exploring opportunities for increased work-based activities and training with private companies. There is one transport/ logistics company, where a (contract) to manufacture equipment to order is being considered. The IMB hopes that this will progress.

LMB Textiles regrades and recycles textiles in prisons, selling those that have 'vintage appeal', exporting those in good condition and making the rest into mops. There are three LMB workshop areas in the prison, employing 70 prisoners.

The IMB is disappointed to learn that the motor mechanics course is being discontinued, but we are pleased that the forklift driving course is to start again in the vacated space. Excellent training is provided in the workshops and some former trainees have found paid work with GFSL at Hollesley Bay, which the IMB welcomes.

The provision of training at the prison's Lansbury and Marsh Barn cafés has continued and remains popular with prisoners. The sale of horticultural produce sits alongside prisoners' commendable carpentry and textile work at the Marsh Barn shop.

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

7.3 Offender management, progression

As stated earlier, Hollesley Bay prison has, over the past three or four years, followed a co-ordinated and planned approach to prisoners' lives. Under the general 'catch-all' umbrella of sequencing, prisoners are encouraged to look at all aspects of their lives in prison and develop learning, social and community skills to prepare them for their futures outside of prison.

In the Board's view, the establishment has a highly efficient offender management unit (OMU), which, in partnership with its other units, manages the ongoing progression of prisoners towards release.

There is a full-time dedicated pre-release team probation officer, who works with the offender management unit to assist with the release planning and community PDUs.

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

The reporting year saw 253 case file reviews completed by the psychology team under the enhanced behaviour monitoring (EBM) assessment tool. This compared with 196 in the previous year. Following this, 31 men were placed on EBM, up from seven the year before, an increase of 22.5%. Where appropriate, consideration was given to whether support could best be offered through the offender personality disorder support service (OPD). Some seven men benefited from this service in 2024, with another 11 supported jointly through the two schemes. A total of 17 prisoners subject to monitoring were subsequently returned to closed conditions because of their behaviour.

From the Board's observations, the psychology team's case load proved challenging at times. The early release schemes resulted in an influx of prisoners requiring essential reviews and assessments. The IMB notes that no EBM case file deadlines were missed but, at times, support was sought nationally from other psychologists.

The OPD support service can be time consuming and the senior psychologist, the clinical lead for the service, is only funded to deliver this one day a week. However, the aim is always to see all referrals, which the Board commends.

7.4 Family contact

From the Board's observations, the importance of maintaining family links is recognised, supported and encouraged.

The visits centre is spacious, welcoming and well maintained, with an adjacent garden area that includes a play area for children. It offers a pleasant meeting place in all weathers, but comes into its own in spring and summer. Some additional benches were added during the reporting year but, on a hot sunny afternoon, it is still difficult to accommodate all those who wish to sit outside.

The play area inside the visits hall was re-furbished during the year and now offers an improved range of toys and games. The hall also benefits from a small but innovative sensory room, accessible to children and safe for them to play.

Social video calls continue in the Lansbury café.

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

7.5 Resettlement planning

Having weathered the issues that arose from the temporary presumptive recategorisation scheme (TPRS) and restricted open estate transfer (ROET) of 2023, the OMU faced another challenging time in the latter part of the 2024. Over 200 discharges were dealt with

during a six week period – this would usually be around 60. It was noted there was a notable decline in behaviour from some prisoners in the run up to their release.

Release on temporary licence (ROTL) is regarded by prisoners as one of the main benefits offered by an open prison. It is also a significant step in resettlement planning. Each time a prisoner ventures from the prison, be it for work, an accompanied town visit, or a weekend at home, ROTL must be approved and issued. In the course of 2024, some 32,246 licences were issued.

In practical terms, ROTL enabled an average of 88 prisoners to be out of the prison each day as part of their process of rehabilitation towards release. The total number of home leaves in 2024 amounted to 3,424, some 619 more than the next highest listed open prison. At Christmas, Hollesley Bay issued 170 ROTLs, 50 more than any other open prison (it was 120 at HMP Ford).

Looking behind these statistics, the issuing of these licences can involve complex issues and the need for constant communication with multiple outside agencies. In the Board's view, the prison uses the ROTL system very efficiently and effectively to the maximum advantage of prisoners in their care.

Towards the end of a prisoner's sentence (with 12 weeks remaining), an alert process is activated with necessary agencies. These include probation, healthcare, the police and accommodation agencies. This is all to help and support prisoners as they move towards leaving prison and adapting to life outside.

The IMB considers accommodation on release one of the essentials of successful rehabilitation. Hollesley Bay takes this duty of care seriously, with statistics for 2024 showing:

- **644 prisoners in total were released during 2024.** With an operational capacity of 655, this represents an exceptionally high 'churn' for the year.
- **461 (71.6%) were released to a home address.** This includes family/friends, settled and transient; homeowner; social and private rental.
- **62 (9.6%) to Approved Premises.**
- **118 (18.3%) to 'Other'.** This includes supported housing and transient/short-term. Unfortunately, the statistics also show:
- **3 (0.5%) to No Fixed Abode.**

8. The work of the IMB

Board statistics

Recommended complement of Board members	10
Number of Board members at the start of the reporting period	7
Number of Board members at the end of the reporting period	7
Total number of visits to the establishment	163

Applications to the IMB

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	6	5
B	Discipline, including adjudications, incentives scheme, sanctions	0	3
C	Equality	2	0
D	Purposeful activity, including education, work, training, time out of cell	4	5
E1	Letters, visits, telephones, public protection, restrictions	0	0
E2	Finance, including pay, private monies, spends	2	0
F	Food and kitchens	2	0
G	Health, including physical, mental, social care	3	6
H1	Property within the establishment	1	1
H2	Property during transfer or in another facility	7	11
H3	Canteen, facility list, catalogues	1	0
I	Sentence management, including HDC (home detention curfew), ROTL (release on temporary licence), parole, release dates, recategorisation	9	18
J	Staff/prisoner concerns, including bullying	2	4
K	Transfers	2	0
L	Miscellaneous	2	6
	Total number of applications	43	59

Annex A

Main service providers

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

Annex B

Vocational training and work courses (see section 7.2)

- Horticulture
- Painting and decorating; plastering
- Waste management and recycling
- Motor mechanics and fleet maintenance; bricklaying
- Carpentry; roofing
- Street works
- LMB Textiles recycling
- Sports
- Warehousing
- Catering
- Forklift driving



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