



Annual Report of the Independent Monitoring Board at HMP Humber

**For reporting year
1 January 2021 – 31 December 2021**

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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 Independent Monitoring Board (IMB) is part of the United Kingdom's National Preventive Mechanism.

2. Description of the establishment

HMP Humber is a large category C training prison in East Yorkshire, holding up to 1,062 adult males. It was formed from a merger in 2014 of the formerly privately run HMP Wolds and HMP Everthorpe, operated by Her Majesty's Prison and Probation Service, which were on adjacent sites and ran independently of each other.

The original HMP Wolds (now called zone 1) opened in 1992 as the first privately run prison in Europe. Originally, it was a remand prison, and in 1993 it re-rolled to a category B prison. It was again re-rolled in 2001 to a category C training prison. The site included up to seven residential wings and a segregation unit. At the time of the merger, there were eight operational workshops, a kitchen, a gym, a chaplaincy, a visits centre, a health unit, an education area and a library. The site also included gardens and administrative offices.

The original HMP Everthorpe (now called zone 2) was built in 1958 as a borstal, converted to house male prisoners in 1991 and operated as a category C training prison. Subsequently, the site expanded to include up to seven residential wings, a segregation unit and a small residential unit for up to 14 category D prisoners. At the time of the merger, there were 19 operational workshops, a kitchen, a gym, a chaplaincy, a visits centre, a healthcare unit, two education areas and a library. The site also included gardens and administrative offices.

In April 2013, a contract to run a new prison was formed by the merger of the two separate prisons, and awarded to HM Prison Service. From 2014, the reformed HMP Humber operated under one Governor and a senior management team, across the two sites, which were still separated by a wall.

In January 2014, contractors began work to unite the two sites, and created a connecting walkway, which became operational on 1 May 2015. This was the date that the site officially became operational as one prison. Since this date, there has been an extensive rationalisation of several functions and use of buildings to operate more efficiently.

The new site consists of 14 residential wings, of which one is the HOPE unit (hope offering progressive regime) progression regime. The site operates with one kitchen, together with a bakery, two libraries, one visits centre, one chaplaincy, two gyms, two healthcare units with capacity to offer clinics, one large segregation unit with accommodation for 14 prisoners, and provision for many workshops, of which 25 are operational.

The prison has an operational capacity of 1,062 and a certified normal capacity of 965. Due to ongoing works around the prison over a three-year period, the capacity was reduced in 2021 to 986, permitting a complete wing to be decanted, allowing work to take place. At the end of the reporting year of 2021, the prison held 960 adult male prisoners.

Key providers

Primary healthcare: City Health Care Partnership (CHCP)

Mental healthcare: CHCP

Substance misuse: CHCP

Note: CHCP gave 12 months' notice in August 2021 of their intention to withdraw their contract with both HMP Humber and Hull. Spectrum Community Health Community Interest Company (CIC) continues to provide clinical advice and leadership oversight as a temporary service while the tender process is being concluded, and mobilisation of the new provider commences during 2022.

Education: Novus

Community rehabilitation company: Humberside, Lincolnshire & North Yorkshire

Escort contractor: GEOAmey

3. Executive summary

3.1 Background to the report

Over the reporting period, the ongoing Covid-19 pandemic and restrictions placed upon prisons and the general public have affected the lives of all prisoners considerably. It has had a significant impact on the Board's ability to gather information and discuss the contents of this annual report. The Board has therefore tried to cover as much ground as it can in these difficult circumstances, but inevitably there may be less detail and supporting evidence than usual. Ministers are aware of these constraints.

This report presents the findings of the IMB at HMP Humber for the period 1 January 2021 to 31 December 2021. Evidence for this report comes from applications to the Board, observations made on visits, scrutiny of records and data, attendance at meetings and also remote monitoring (that is, contact via telephone and email).

Over the reporting period, the prison has operated under various iterations of recovery – that is, stage 4 in January, with it becoming an outbreak site in February, and progressing finally to stage 1 in November, only to move back to stage 2 in December.

For the first six months of 2021, blended monitoring took place, with two members of the Board making visits to the prison in person, when it was safe to do so, with the remaining members undertaking monitoring duties remotely. From July until December, all but one member visited the prison in person, but, again, some of the Board reverted back to blended monitoring in December as a result of the Omicron variant.

Throughout this reporting period, as previously stated, the prison transitioned through various stages of recovery, whereby prisoners were locked up for the majority of each day in a lockdown situation, to near normal circumstances of prisoners attending their place of work. The Board acknowledges that this was unavoidable, given the pressures upon the prison during the ongoing pandemic. The Board has continued to admire the professionalism and resilience of the Governor and senior management team, and commends them on their progress planning and continued management of the at times very restricted systems of working, so as to mitigate the threat of Covid-19 to the prison population.

The Board is grateful for the cooperation and assistance of all prison staff during this very challenging and, again, unpredictable year and wishes to commend them for their outstanding work, dedication and commitment to caring for the prisoners with both sensitivity and compassion.

3.2 Main judgements

How safe is the prison?

The Board feels that, following the imposed restrictions in all prisons at the end of March 2020, HMP Humber has continued to be extremely well managed throughout 2021, within the circumstances and constraints of the Covid-19 pandemic. The Governor and senior management team (SMT) appear to have given all possible consideration to moving forward in their planning of a revised alternative regime, in

order to maintain the safety of everyone within the establishment – both staff and prisoners.

There has been very little intelligence of illicit drug supply into the prison, and the levels of violence, bullying and self-harm have remained low, which in turn makes the environment safer. The Board is concerned about how the levels will increase when the regime restrictions are lifted, as we already saw levels increase with the move to stage 2 in August 2021.

How fairly and humanely are prisoners treated?

Prior to the Covid-19 pandemic and under a normal progressive regime, the Board agrees that prisoners are treated fairly and humanely within HMP Humber.

During the period of restrictions and the various regime stages, good relationships between staff and prisoners, and the open two-way communications, have helped prisoners' sense of personal safety and their overall trust in staff. Staffing issues, however, in relation to isolation and sickness, have themselves proved to be a huge issue at times, in relation to managing a restricted regime.

As the restrictions have continued for a further year, it must be noted that, over this extremely long period of time, minimal positive interactions cannot take the place of progression, rehabilitation, education and purposeful activity. Over time, being behind a door for the vast majority of the day will have a long-term and detrimental effect on general health and wellbeing.

There continues to be a positive attitude towards supporting prisoners in maintaining good relationships with their family and friends by means of additional telephone credit and time, and the option of 'Purple Visits' in place of social visits. Gestures such as additional telephone credit and time are seen by the Board as being positive in supporting the prisoners in managing themselves through this ongoing crisis.

Despite the restrictions and limited movements between establishments, the loss and/or mismanagement of property has, surprisingly, still been a negative issue for prisoners. This has been reflected in applications to the Board and we are aware that this is still a huge ongoing issue on a nationwide level.

How well are prisoners' health and wellbeing needs met?

It is the opinion of the Board that the prison has been extremely well managed within the circumstances and constraints of the pandemic. All possible consideration has been given to the wellbeing of prisoners, and as a result they have behaved and conformed very well. Ongoing and regular communications as to the reasons behind any new restrictions have been effective, with prisoners understanding why the restrictions have been in place.

The Board does have serious reservations over the long term with regard to prisoners being in their cell for the majority of each day and the impact on their mental health, in both the short and long term.

How well are prisoners progressed towards successful resettlement?

The Board is very aware of the impact on resettlement objectives since the implementation of changes to probation services, in particular the loss of some six probation staff who previously worked within HMP Humber (see section 7.5).

The ongoing reunification of the community rehabilitation company and the probation service seems to have created specific issues while in transition, concerning the process for the organisation of post-release prisoner accommodation.

We have identified the particular challenge between obtaining confirmation of a release date and the willingness of partners to allocate or reserve accommodation without a specified date. The loss of the onsite ability to communicate and engage freely with colleagues and prisoners will, it seems, have an unintended but adverse effect on HMP Humber's drive for positive resettlement outcomes.

3.3 Main areas for development

TO THE MINISTER

The Prison Service, on the whole, has managed the process of safeguarding the staff and prisoners within its care well. However, the impact of the restrictions imposed upon prisons, together with those within them, cannot be overstated. The Board has grave concerns about the potential for long-term damage to the prisoners. We are keen to hear from the Minister about the proposals she has to address this, as restrictions are removed.

As a Board, we have great concerns with the Prison Service losing operational staff to similar uniformed, salaried employment within other government organisations which pay higher salaries with enhanced conditions of employment. The prison is currently losing experienced staff officers faster than it can recruit replacements. This vacancy factor was a foreseeable and preventable situation which has inevitably resulted in poorer outcomes for prisoners. We urge the minister to re-establish competitive pay and conditions for prison staff.

The reunification of probation services on 26 June 2021 has led to the transfer of the majority of staff working within the through-the-gate team from the prison to the community. This has resulted in only one person working within the prison itself, whose role is to deal only with bank accounts (see section 7.5). Although there is a new outreach service based in the community, there is little capacity for any preparation for release programmes or processes within the prison. Prison staff are currently not able to monitor the number of prisoners released into the community with suitable housing and employment. Given the vibrant nature of the resettlement provision within HMP Humber prior to the Covid-19 pandemic, the Board feels that the loss of this provision is of grave concern for those in custody at HMP Humber.

TO THE PRISON SERVICE

The Board is disappointed to note that there has been little, if any, practical response to the comments raised in the preceding report.

As the pandemic has continued, the Board would have hoped that the Prison Service would have demonstrated greater flexibility in its approach to HMP Humber rather than retain the rigid adherence to stated stages of recovery imposed across the prison estate.

While the Board hopes that the circumstances of the pandemic are not repeated, it feels that the Governor and SMT should be afforded greater autonomy in responding to the demands of the situation. This would enable them to respond appropriately, taking into account the size and geography of the institution and the needs of the prisoners and staff, and to proceed at a pace that is right for them, rather than being constrained by a national framework.

The Board is concerned to learn that among the proposals to increase the capacity of the site is a proposal to increase the number of shared cells. The Board is strongly of the opinion that detaining prisoners in shared cells for long periods of time is not decent, and we would urge the Prison Service to reconsider.

The loss of prisoners' property, both within the prison and during prison transfers, is continuing on a regular basis. The Board believes that the current level of property losses between prisons continues to be especially unacceptable. The Board has raised concerns around property loss in our annual reports for several years. However, we have still not seen any notable improvement in performance (see section 5.8). It causes stress to the individuals affected and also significant additional work for the prison staff, together with unnecessary costs to the tax payer.

We are concerned that the lack of available accommodation within category D establishments in the prison estate is causing a backlog of eligible prisoners unable to find places. By the end of the reporting period, HMP Humber had 38 prisoners awaiting transfer to a category D prison. This is very demoralising and demotivating for prisoners who have worked hard to gain their category D status.

TO THE GOVERNOR

The Board acknowledges the continued excellent and challenging work by the Governor and SMT in their ongoing commitment to building a recovery plan as a result of the Covid-19 pandemic, maintaining the stability of HMP Humber and everyone who works and resides there, and in managing the frustrations due to continued setbacks. The overall stability of the prison has been maintained because of good relationships between prisoners and staff, which demonstrates strong leadership.

As a Board, we wish to raise following areas of concern:

- **Key workers:** While we understand that the effectiveness of the key worker process has been compromised due to the Covid-19 restrictions and staff shortages, we would urge the Governor to make it a high priority to re-establish this excellent initiative as soon as possible.
- **Complaints:** Again, while we appreciate the effect of the Covid-19 restrictions and staff shortages, we would welcome the continuation of robust assurance checks on maintaining good, quality responses to prisoners' complaints.
- **Property:** We are pleased to note that a more proactive approach in addressing property loss within the prison was taken in the latter part of 2021. As a Board, we continue to be concerned with property losses and cell clearance, and will continue to monitor this situation and improvements.

The Board appreciates the regular updates from the Governor and welcomes the opportunity to discuss matters on an ongoing monthly basis.

3.4 Progress since the last report

While the Board, again, feels it inappropriate to comment on progress, as much, if any, progress made has probably been lost because of the restricted regime, we wish to mention the following positive occurrences:

- Increased use of tele-medicine (health-related services via electronic telecom technologies) has taken place over the year as a result of ongoing restrictions and trying to achieve more efficient ways of working;
- In Cell Education/Entertainment television (ICE TV) was installed and accessible over the entire prison in April 2021. It has proved itself to be an excellent communication vehicle and a very successful way of disseminating HMP Humber-specific information, education and entertainment to all prisoners, and is particularly useful at a time when movement and normal channels of communication are limited;
- Purple Visits have been an excellent way to achieve communication links with family and friends over a prolonged period, also reducing the infection risks associated with Omicron.

Evidence sections 4 – 7

4. Safety

The prison annual data overview indicates that between the 12-month periods January to December 2020 and January to December 2021 there were reductions in the following aspects of safety data:

- Self-harm: 544 to 344 – 37% lower
- Violence against prisoners: 108 to 104 – 4% lower

There was a marked increase in violence in the three months after the move to stage 2 in August 2021, which had been expected, as prisoners took the opportunity to pursue debts. While this is positive data, it is clear that the restricted regime due to Covid-19 will account for much of this reduction.

4.1 Reception and induction

There were 1,637 new receptions during the reporting year, with the majority (1,320) arriving from HMP Hull.

The transfer of prisoners has continued throughout the pandemic and has been well managed. The transport arrangements have limited the number of prisoners in each vehicle, together with social distancing and sanitising. New arrivals during the pandemic were limited to five at a time. In November 2021, due to pressure from the prison management unit, this number increased to previous numbers of sometimes up to 12 prisoners. Two waiting rooms, normally accommodating eight and four prisoners, were initially limited for social distancing; however, from November, they increased to capacity, when necessary. Staff ensured that the reception process was carried out as safely and efficiently as possible. The latest arrival time for new prisoners at HMP Humber is 4pm.

The Board is satisfied that the measures in place to ensure that infection is not brought into the prison have continued to be well managed throughout the pandemic. New arrivals are monitored for Covid-19 symptoms on their arrival and have a lateral flow test during the reception process. Healthcare screening at reception continues to provide an assessment by a mental health professional and substance misuse nurse (see section 4.5), and helps identify any additional vulnerabilities and risks as prisoners enter the establishment. This is followed by a full health check assessment within 72 hours of arrival.

Within two hours of arrival, new prisoners are taken to a reverse cohort unit (RCU). The first night is well managed, with the new arrivals staying in this location for the first 10 days before being moved onto a wing. These prisoners exercise outside in the yard, within an area marked out especially for those from an RCU, and are kept separate from other prisoners. Contact with family and friends is maintained, via use of the in-cell telephones.

Prisoner escorts to and from hospital continued as normally as possible, with the operational staffing issues, during the restrictions. When a prisoner returned to the prison, they were not subject to a lateral flow test, but had to isolate within their cell for a 10-day period.

The body scanner in reception has also reduced the need for physical contact between staff and prisoners, and has at the same time continued to prove invaluable in preventing prohibited items getting into the prison.

Amey transport allows each prisoner three bags of property and one oversized item to be carried on transfer, with each bag not exceeding 15kg. Upon arrival at HMP Humber, the prisoner's property card is checked, cross-referenced and must conform to the volumetric control checks. If a prisoner's property does not fit within the two volumetric control boxes, it remains in stored property. The prisoner is given the opportunity to hand out the excess property via visits or utilise the postal services.

All new arrivals have access to a Listener (a peer mentor, trained by the Samaritans to provide confidential emotional support) upon arrival. The availability of face-to-face Listeners was curtailed following the initial lockdown in 2020, but reinstated as the prison moved to stage 2 of the recovery process. All prisoners have access to Samaritans, if not face-to-face then via in-cell telephony directly on the Samaritans line. Approximately 75–80% of new arrivals received access to a Listener upon arrival during the course of the reporting year.

The full and formal induction programme continued to be suspended throughout the restrictions. A limited induction has been provided by staff, making wipeable literature available to new prisoners. A member of the chaplaincy team visits all new arrivals but the limited induction process is still not ideal.

Education assessments not taking place throughout the initial restrictions of 2020 resulted in substantial backlogs, which were addressed during the course of the year, but are likely to increase as the prison reverted back again in December. Due to the RCUs and the isolation period for new arrivals, assessment documentation in the form of a booklet has been put under prisoners' cell doors for completion and return (see section 7.1).

4.2 Suicide and self-harm, deaths in custody

There were five deaths in custody during the reporting period. All five were from natural causes, but four of those were Covid-19 related. This compares with one death in custody in 2020, which was the result of apparently self-inflicted injuries.

The year-on-year downward trend for self-harm incidents during 2019 and 2020 continued in 2021; there were 344 cases in the reporting period, compared with 544 in 2020 (and 797 in 2019). After reaching a minimum in February 2021, the number of incidents per month rose steadily through the year as Covid-19 restrictions were gradually lifted. The most frequently used method for self-harm continues to be cutting, and a razor is the most frequently used tool.

It has clearly been challenging for prisoners to be in their cells for long periods and there has been some protesting behaviour associated with that, but many prisoners and staff said that they feel safer and happier in a more controlled environment.

However, the disbenefits of lockdown became less acceptable with time, and the moves to stage 3 in May, stage 2 in August and stage 1 in November felt overdue,

delayed as they were by a very slow, risk-averse and bureaucratic system of offsite approvals.

The number of opened assessment, care in custody and teamwork (ACCT) documents continued on a downward trend. The numbers per month in the reporting period fluctuated between 25 and 37, with a total for the year of 370, compared with 541 in 2020 (and 569 in 2019). The majority of ACCTs were opened as a result of self-injury or a statement of intent to self-injure. The Board has not been able to participate in many ACCT reviews or scrutinise the quality of the documentation. However, we are aware that there has been a high level of quality assurance carried out by the safer custody team, and that the new version (v6) of the documentation, focusing to a greater extent on risks, triggers and preventative factors, has been introduced successfully.

HMP Humber was one of the first prisons to set up Andy's Man Club groups, which were initially launched by a rugby player, providing prisoners in crisis with a safe place to open up and talk to others in a similar situation to themselves. During the pandemic, it continued to operate, albeit not very consistently. Meeting frequency was limited by the Covid-19 restrictions and other staffing constraints. At one stage, it was regularly attended by up to 25% of the prison population. At the end of the year, with the prison in stage 1, it was hoped that meeting frequency could be increased to weekly. However, this ambition was frustrated by the Omicron variant. Andy's Man Club YouTube videos are being streamed to prisoners via the prison's In Cell Education/Entertainment television (ICETV) channel. Usually streamed twice weekly, and running for 40–60 minutes, it is hoped that prisoners find them helpful.

The Samaritan-trained Listener service has inevitably been disrupted by the pandemic. At year-end, there were only 11 Listeners in the prison. Covid-19 restrictions have made it difficult to recruit new Listeners, so there is little prospect of increasing numbers in the immediate future. Prisoners have been able to contact the Samaritans during the pandemic via their in-cell telephone.

4.3 Violence and violence reduction, self-isolation

Violence in the prison has continued on the downward trend that preceded the pandemic. There were 37 incidents of prisoner-on-staff violence in the reporting period, compared with 46 in 2020. Many of these incidents were as a result of, or exacerbated by, prisoners venting their frustrations with the restricted regime. This was accompanied by an increase in incidents of protesting behaviour as the year progressed (varying from a minimum of 10 in January to a maximum of 39 in October).

There were 104 incidents of prisoner-on-prisoner violence recorded, compared with 108 in 2020. There was a marked increase in violence in the three months after the move to stage 2 in August, which had been expected, as prisoners took the opportunity to pursue debts. However, the Board was pleased to note that prisoner-on-prisoner assaults then reduced in November and December as the regime moved to stage 1.

The number of challenge, support and intervention plans (CSIPs) opened has been steady, at about 30 per month – about the same as in 2020. CSIP referrals increased as the year progressed, but this may have been due to improved

reporting. These plans enable prisoners to be managed via regular multidisciplinary reviews, including an exit strategy for each individual. The majority of plans were opened to address poor behaviour, rather than for support, reflecting an increase in protesting prisoners, threats and unacceptable conduct.

4.4 Use of force

There were 266 uses of force in the reporting period, compared with 263 in 2020 (and 458 in 2019). This mirrors the general reduction in violence resulting from Covid-19 restrictions being in place throughout most of the last two years.

There were no occurrences of the use of PAVA (pelargonic acid vanillylamide) spray in the reporting period.

4.5 Preventing illicit items

Prisoners who are drug or alcohol users will usually already have been assessed and confirmed as such on arrival at the prison. Those who are currently on a methadone programme are seen by healthcare staff upon arrival in reception (see section 4.1) to ensure continuity in prescribing. Known drug and alcohol users are then seen within 48 hours of arrival by a drug and alcohol recovery team (DART) worker. Medical alcohol detoxification is carried out at HMP Hull, but HMP Humber provides ongoing psychosocial interventions.

The proportion of prescription medication finds has been increasing and tends to increase when there is a lack of supply of other illicit substances; for example, in the monthly data report for December 2021, 36% of drug finds in the prison were of prescription medication, with other illicit substances at only 18%, which was a dramatic decrease from the previous month's figure of 42%. For the same period, 45% of all finds were fermenting liquid (alcohol) related, which is likely to be due to the specific operation carried out at this time of year to target alcohol finds. The illicit substance finds data gradually increased over the year, with the exception of the month of May, when there was a particularly significant spike due to an increase in staffing availability, twinned with an operation which focused on four full-wing enhanced accommodation fabric checks – that is, cell checks and a weapons amnesty (data taken from HMP Humber drug strategy data report, January 2022).

Sources for drugs coming into the prison include bogus legal mail and social visits, and there has also been an increase in the misuse of prescription medication. The methods for dealing with these have continued throughout the year, with the photocopying of prisoner domestic mail and the use of high-tech scanners to detect traces of drugs on any correspondence, in particular legal correspondence, in addition to the use of the body scanner on new arrivals at the prison. A new 'airport-style' increased gate security system was introduced during the first half of the year, which all staff and visitors must enter through, and it is planned that X-ray machines will be introduced to support this system.

The Yorkshire Area Search Team uses drug-finding dogs and is usually present in the reception area, for the arrival of new prisoners and during social visits. The dogs are also taken onto the wings to search for drugs and alcohol/fermenting liquid. Intelligence-led searches and cell clearances are undertaken regularly. Wing staff tend to find the largest amounts of fermenting liquid in the cells. Specific work on in-possession medication checks and greater supervision of medication hatches commenced in August 2021, in a concerted attempt to discourage the trading and selling of prescription drugs. Two successful medication amnesties took place during the course of the year.

An initiative organised by the prison was undertaken during November and December 2021 with partner organisations, including Humberside Police and East Riding of Yorkshire Council, directly targeting the entry of drugs into the prison via visits. Searches were undertaken of cars belonging to prisoners' visitors, and targeted prisoner searches and searches were undertaken to find illicit hooch. Drug abuse surgeries took place at the same time in the visitors centre. This operation resulted in a number of significant finds and at least two visitor arrests.

Mandatory drug testing (MDT) was carried out in the prison during 2021; however, the type of testing undertaken was affected by the pandemic restrictions, together with staffing issues. Testing was undertaken early in January, but from 7 January to 1 August no random MDT was undertaken. Suspicion testing (based on intelligence received) and risk testing (prisoners tested for a specific reason, such as a move to a category D establishment or taking up a 'trusted' role within the prison) continued throughout this period. Out of 175 tests taken during this period, approximately 10% were returned as positive tests in the confirmation result. From 1 August to the end December 2021, random testing, suspicion testing and risk testing were undertaken with approximately 6% of the 270 tests returning a positive test in the confirmation result.

In contrast to 2020, when the majority of positive results returned over the year (34 out of 47) were for psychoactive substances, two-thirds of the finds throughout 2021 were for prescription drugs, which appears to reflect the lack of other available drugs entering the establishment, in comparison with previous years.

Compact-based drug testing as part of an agreed contract between the prison and prisoner is undertaken regularly on the HOPE unit and the incentivised substance-free living unit (ISFL).

There have been few incidents of prisoners being found 'under the influence', levels of which stayed low throughout the year; it would be reasonable to think that this was due to accessibility.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

As a result of ongoing and wide-ranging maintenance works, over a three-year period, to the general alarm, cell and fire alarm upgrades, boiler replacement, roof repairs and so on, the overall capacity of the prison was reduced to 986, permitting a complete wing to be decanted. This assisted with the challenges of managing large numbers of contractors while ensuring that Covid-19-safe systems of work were in place. The upgrade of showers in zone 1 also commenced in the second half of the reporting year.

In-cell telephones, introduced just prior to the start of the pandemic in March 2020, continued to prove to be of great benefit to prisoners during the ongoing restrictions, together with the continuation of the provision of extra telephone credit during this time. Prisoners generally had access to showers on a daily basis, with most having at least 45 minutes per day to shower and carry out domestic tasks, receiving cleaning materials in order to maintain their clean cells.

The doubling up of prisoners in cells increased in the reporting year, from 13% to 20% (by the end of November 2021), due to the pressures of managing the number of prisoners and the requirements of reverse cohorts and so on.

The prison's ICE TV channel became accessible over the entire site during April, and has proved itself as an excellent communication vehicle, especially during the pandemic and restricted regime, being a very useful way of keeping prisoners informed of developments and changes in the regime. The Governor provides regular updates and answers prisoners' submitted questions in a weekly broadcast. Many prisoners have commented that the updates and explanatory background information help to reduce uncertainty, which in turn reduces the stresses associated with being locked down.

The catering department has maintained food standards throughout the year, despite ongoing, and at times considerable, issues with staffing, including staff and prisoner worker sickness, and food delivery shortages. The beginning of 2021 saw extremely low numbers of prisoner workers – at one point there were only three prisoners at the beginning of January, compared with the normal pre-pandemic numbers of 25–30 men. The number of kitchen staff and workers improved throughout the year, but staffing sickness in particular became an issue in the last two months of the reporting year. The prison surveyed prisoners, and in April 2021 the Governor reported to the Board that prisoners were on the whole pleased with the menu and the range of good-quality, diverse meals that was provided.

Kitchen staff are trained to level 2 in food safety, with this training being updated every three years. This training has continued for the prisoner bakery and kitchen workers, and wing serving workers, with 80–90% being trained to level 1 in food safety. This is now carried out by the education provider, Novus, on the wings as a rolling programme, to reflect the turnover of prisoner catering workers.

The contingency supplies to provide 48 hours' worth of ready meals (in case of staffing issues due to the pandemic) were maintained until March 2021. Pre-planning for Christmas began well in advance of the Christmas period, which ensured that a full festive menu was provided. The provision of special diets was largely maintained

over the reporting year, although from September onwards there were issues reported in terms of shortages in food deliveries and unreliability of deliveries, which had an impact on the catering department in general, and the provision of some special diets in particular. For example, the 8 November IMB rota report stated there was short-notice cancellation of supplies such as chicken and halal meat.

The provision of care packages or 'treat packs', containing a mixture of sweet and savoury snacks, extra coffee and bottled water, was maintained throughout the reporting year, having been initially introduced in March 2020, at the start of the pandemic. These were reduced in frequency to once a week at the start of stage 2 of the recovery plan in August, and there was initially a plan to phase these out by the end of October; however, they continued to remain in place throughout the reporting period due to the ongoing restrictions on the regime. Ramadan flasks were provided as usual, and alternative menus were provided for other events, such as for other religious festival meals, including Hindu festivals and Easter, when prisoners were also given hot cross buns and chocolate creme eggs.

5.2 Segregation

The segregation unit comprises 14 cells, four of which are adapted anti-ligature cells, one has closed-circuit television, one is a photochromatic cell, thereby allowing staff to make easier observations of the prisoner, and two cells can be used as part of the secreted items policy.

At the end of the reporting year, there were seven officers in total working in the unit, and one vacancy. All those working in the unit are experienced with working with prisoners with complex needs, especially mental health issues.

The Board is pleased to report that the unit has had low occupancy during the pandemic, which has been an indication of the stability of the prison, reflecting the good order of the establishment. The average occupancy has been five prisoners, with an average stay of 12 days. This was indicative of the reduction in violence across the prison resulting from the Covid-19 restrictions being in place throughout most of the last two years.

Over the year, 17 prisoners' stay on the unit exceeded 42 days, and ranged from 42 to 77 days. As a result, they were placed on 'virtual segregation', which has been used as a last intervention in order to support the individual back into the main prison population and has been carried out between prisons in the Yorkshire and Humberside area. The Board understands that this intervention has now ceased. Any movements across establishments have been limited due to the pandemic restrictions.

There were 15 uses of force within the segregation unit during the reporting period. There was only one occasion during the first six months of the year, with the remaining 14 taking place from July to December.

Over the year, there have been four incidents of dirty protest.

The unit has been repainted during the year, where required, and has continued to be in good working order. The area leading to the outside exercise area has the addition of an urban garden, in planters, with a mural painted on the wall.

All prisoners within the unit are subject to a CSIP (see section 4.3).

Prisoners in the unit have access to books, distraction/activity packs, showers and time outside in the exercise area. Portable in-cell telephones are available during the day but are removed at night for safety reasons.

Internal adjudications have continued throughout the year, with a member of the Board attending on 22 occasions. The number of adjudications has continued to decline year on year, with 1,415 taking place in 2021 compared with 1,618 in 2020. Independent adjudications have taken place virtually and are dealt with very efficiently by the judge.

A total of 192 segregation review boards have taken place over the reporting year, with Board members attending approximately 94 reviews remotely, using the 'spider phone', and approximately 73 reviews in person. Reviews take place every two weeks, in order to gain greater attendance from all required disciplines. All of those we have attended were conducted professionally and in a fair manner.

5.3 Staff/prisoner relationships, key workers

The impact of the pandemic on the relationships between prisoners and staff cannot be overstated. The year overall was challenging, but February was especially difficult with an outbreak of Covid-19 within the prison. This had a huge impact on the limited regime in place, due to operational issues – that is, staff shortages because of sickness and self-isolation. A number of staff have also had to be moved to restricted duties due to underlying health issues or pregnancy.

The turnover of staff is of great concern to the Board, with pay and reward being the biggest drivers (over 50%) for leaving, and work-life balance also being an important factor for people leaving the profession. Thirty-five per cent of those leaving have completed between two and five years' service; however, in recent months there has been an increase in those leaving with a shorter length of service – for example, from October to December, 45% of leavers had less than one year's service.

In relation to the apprenticeship scheme for officers which started in June 2021, two left prior to training, two left while training, one left within the first month of returning from training and one left seven months after starting the training. During the reporting year, there were 63 new starters and 86 leavers, which cannot fail to be of concern from a both a financial and stability perspective, especially during such a prolonged challenging period.

Staff/prisoner relationships have been positive and constructive, although restricted due to the pandemic-related staffing issues. The formal key worker scheme has not been running as intended since the first lockdown in March 2020. While prisoners had regular contact with staff, this mainly consisted of weekly wellbeing checks, sometimes by in-cell telephony, focusing on immediate welfare and mental health. Contact was prioritised for those considered most vulnerable – for example, those under 25 years old (the proportion of which increased from 11% to 13% of the population during the reporting year), on an open ACCT or CSIP, at risk of self-harm or violent incidents, or who were Covid-19 positive.

Resource constraints limited the formal key worker scheme for all prisoners; however, 13,097 key worker sessions were recorded over the year, with the most (5,430) taking place between April and June. The lowest number of sessions was 2,232, between October and December, as the prison moved forward from stage 2 to stage 1. This low number was probably due to an increase in operational staffing issues associated with the rapid spread of the Omicron variant within the community.

In 2020, HM Inspectorate of Prisons (HMIP) commented on a lack of continuity from the officers who undertook these checks, and the planned and purposeful contacts that the key worker scheme was designed to provide. The Board is of the opinion that, due to the constraints of the pandemic-related operational staffing issues, this has continued to be the case, however with no real alternative. The resilience, professionalism, care and compassion which staff have shown to prisoners while dealing with their own personal challenges has to be acknowledged in what has been a very difficult two years for all.

5.4 Equality and diversity

The renamed diversity and inclusion action team continued to meet bi-monthly during the reporting year, chaired by the Governor, and the Board is pleased to see the amount and detail of information which is shared, measured and discussed.

The Board has been provided with detailed information to allow a proper consideration of outcomes for a range of protected groups in areas such as use of force, adjudications, and incentives scheme levels, which have given few concerns. Where apparent discrepancies have appeared, these have been fully explained, and the Board is happy to report that these are interrogated at the meetings referred to above.

The Board has been able to look in detail at the discrimination incident report forms and is satisfied with the responses given. We can find no common underlying themes to cause concern and are pleased to note that some of the prisoners' suggestions have been followed up.

A number of forums have been held to address different protected characteristic groups. These are a useful tool and an opportunity for these prisoners to raise issues that might otherwise be missed – for example, a request at the 50+ age forum that magnifying aids be purchased to assist with reading canteen sheets.

Despite the restricted regime, it has still been possible to organise special events, such as for Black History Month and for Gypsy, Roma and Traveller prisoners, which were well received.

Meals appropriate to religious and other festivals have been provided but, due to the restricted regime, social eating and celebration were often not possible.

The number of foreign nationals increased over the reporting year, and represents 7% of the population, increasing from 5% previously. These prisoners represent 23 nationalities. The Board understands that the increase has been caused by capacity issues elsewhere in the prison estate. Surgeries with the immigration officer have recommenced. Notices continue to be translated and appropriate distraction

materials and picture dictionaries are available. The ICE TV channel broadcasts material for these prisoners at given time slots.

5.5 Faith and pastoral support

The prison has continued to offer support to a wide range of faiths. Throughout the pandemic, the chaplaincy always enabled prisoners from minority faith groups to participate in their religious festivals, even in the absence of their faith chaplain. Good use has been made of ICE TV during the restricted regime, in order to reach as many prisoners as possible.

Prisoners clearly welcomed the return to communal worship, and it is unfortunate that this had to be curtailed again as the year concluded.

The chaplaincy team continued to offer pastoral support to all prisoners during the pandemic restrictions. Bereavement support has been provided to a number of prisoners as required, together with assistance in enabling prisoners to 'attend' funerals of loved ones via an iPad.

The prison has been without an Anglican chaplain for part of the year, but an appointment has been made, with a start date in January 2022.

The Board would again commend the chaplaincy team for the positive attitude they continued to display during another difficult year.

While workshops have been closed as a result of the restrictions, the space has been used for Muslim prayers.

5.6 Incentives scheme

The Board considers that the scheme is operated fairly and consistently, and receives few complaints about it from prisoners. The latest information provided showed that the majority of prisoners were on an enhanced level, with only 12 on the basic level. The Board has not detected any evidence to suggest that the levels have been applied either inconsistently or disproportionately. The Board is also satisfied that the scheme has been applied positively, to manage behaviour.

5.7 Complaints

A total of 1,342 complaints were received in 2021, compared with 1,736 in 2020, which averages 112 per month compared with 145 in 2020. The number of complaints peaked in August, with 160 being received, with the lowest being in May, when only 90 were received. A large number of those received over the year were rejected and not logged, as they were actually queries and not complaints. These were returned to prisoners with a reply in the form of an explanation as to how best to proceed – for example, to speak to wing staff or key workers, some of whom have not always been available, due to staffing issues.

HMIP noted in 2020 that the quality assurance process in relation to the responses to complaints was not sufficiently robust. Following this, assurance checks have

been carried out on a monthly basis, to ensure the quality of responses, within stated timescales, by the Board, head of assurance and functional manager. Timescales for responding to complaints appeared not to be consistent, with a holding response occasionally sent to prisoners but with no further timescale given, which then caused unnecessary stress and anxiety to the prisoner. Feedback from the assurance checks is provided and acted upon, sometimes utilising the ICE TV channel as a means of communicating to prisoners.

The three main areas of complaint are property, finance/cash and residential.

There continued to be an increase in external complaints, with the lowest number being five, in July, and the peak being 21, in November, probably due to increased movements. These continued to be related to property being missing upon transfer, prisoners not being able to pack their own belongings due to security moves, and canteen being charged for when a prisoner had been transferred.

5.8 Property

The handling of property on transfer into and within the prison still received the highest levels of complaints every month during 2021. These averaged around 20% of all those received by the prison. This percentage remains unchanged from our last annual report, and applications to the Board support this.

The loss of prisoners' property causes a great deal of stress to the individuals affected, particularly when personal items are lost which cannot be replaced. It also causes significant extra work for the prison staff and unnecessary costs to the tax payer.

The Board is pleased to note that, in the last quarter of 2021, the SMT took a more proactive approach in addressing property loss within the prison, and we as a Board are hopeful that the recent clarification and enforcement of processes, procedures and expectations, together with enthusiastic senior leadership, will lead to a reduction in complaints in the 2022 reporting period.

The Board believes that the level of property losses for new arrivals at HMP Humber continues to be unacceptable. The Board has raised concerns around property loss in its annual report for several years.

6. Health and wellbeing

6.1 Healthcare general

In August 2021, the healthcare provider, CHCP, gave 12 months' notice of their intention to withdraw their contract to both HMP Humber and HMP Hull. In order to maintain service delivery, Spectrum Community Health CIC is providing clinical advice and leadership oversight as a temporary service while the tender process is being concluded, and mobilisation of the new provider commences during 2022.

The last inspection by the Care Quality Commission was in March 2019, where it was found that CHCP was in breach of regulations. However, a report published in early 2020 confirmed that improvements had been made to rectify this.

The pharmacy service, provided by Focus Healthcare, was taken inhouse by CHCP as of May 2021.

ABL Health was commissioned by NHS England to test the healthcare services from the user's perspective. A health council was formed within HMP Humber in October 2021, whereby regular meetings take place, involving managers from drug strategy, CHCP and prisoner representatives from various wings within the establishment, to raise and address day-to-day issues. ABL Health attends quarterly, to facilitate focus groups, create surveys, visit and talk to prisoners, and gather their views and recommendations to improve their healthcare services.

The recruitment and retention of healthcare and nursing staff continues to be a chronic problem. This was compounded by the full enactment of the UK's IR35 legislation in April 2021. Agency staff, who up until then had been greatly utilised, left or significantly reduced their hours by July. CHCP has since been looking at ways in which to attract more people to work within the prison setting, in what is already a challenging labour market. As a result of continual staff shortfalls, the healthcare team has worked exceptionally hard, under immense pressure in a situation of crisis management, continually firefighting while trying to support their colleagues.

Within the CHCP management team, at the end of the reporting year there were two vacancies, a service manager and pharmacy manager, from a possible full complement of five.

This year has seen the continuing practice of assessing new arrivals in reception, for both mental health and substance misuse (see section 4.1). Healthcare staff continue to have a presence during ACCT and segregation review boards.

The links between the healthcare team, prison staff and managers appear to be good, even though there have been several staff changes throughout the year, both within the healthcare department and the prison.

The monthly drug strategy meeting and prisoner health operation group (PHOG) have taken place throughout the year, with the PHOG meetings being chaired by the Governor, in order to maintain direct oversight in relation to the safe delivery of ongoing healthcare services.

Healthcare complaints are dealt with by the healthcare provider's performance team. Several prisoners have raised concerns verbally to Board members regarding difficulties in accessing healthcare but, overall, healthcare staff are felt to have delivered a good service throughout the pandemic. Prisoners are aware of the

Patient Advice and Liaison Service (PALS) system, with Freedom of Information data from CHCP showing that, during 2021, there were 455 PALS submissions, relating mainly to 'access to treatment and drugs', compared with 530 in 2020. It is, again, of concern to the Board that, although CHCP aims to respond to all concerns within 10 days, in 2021 there were 140 PALS submissions not replied to within this timescale, compared with 264 in 2020. CHCP did not offer an explanation for this. The Board continues to have concerns about the number of healthcare-related applications that it receives (see section 8).

Due to the pandemic, group healthcare interventions of all types, in relation to general healthcare, mental health and the DART, have been severely disrupted, with many being unable to take place. However, those group interventions in relation to the recovery unit and ISFL have continued, together with positive use of the ICE TV channel for this purpose.

6.2 Physical healthcare

At the end of the reporting year there were eight vacancies, of varying positions, within the primary care team, including that of a GP and pharmacist, out of a possible full complement of 28.

The healthcare provision does not operate 24 hours a day; however, contact details are available for advice – for example, from the urgent treatment centre at the Bransholme Health Centre. There is a handover between healthcare staff and prison night staff, which highlights any prisoners who may be of concern overnight; however, the lack of detailed information exchanged between day and night staff has been raised as a concern by both prison and healthcare staff.

In the HMIP survey of 2020, 62% of prisoners said that it was difficult to see a doctor, and this situation has been prolonged and exacerbated by the continuation of the pandemic. A GP has not been available for some of the time; however, this service has been partially covered on a part-time and ad hoc basis.

Clinics, in some form, have taken place throughout the year and good use has been made of in-cell telephony for triaging, together with a tele-health system, both for clinics and outside consultations. Over the year, and again due to staffing issues, some hospital escorts had to be cancelled and appointments rebooked, as well as clinics having to be cancelled at short notice.

Clinics started to take place regularly in November, with more running in December, including nurse, nurse prescriber, non-medical prescriber, dentist, podiatry, optician, physiotherapy, long-term conditions, blood and GP clinics. In mid-December, the waiting lists for clinics were as follows:

GP	- 88 patients
(This waiting list is being addressed by introducing a remote prescriber/GP, with a chaperone being provided to accommodate clinics, five days per week.)	
Long-term condition clinics	– 25 patients
Optician	– 74 patients
Physiotherapist	– 5 patients
Psychiatrist	– 2 patients
Podiatrist	– 23 patients

From the Board's observation, healthcare provision has been good, with a total of 11,601 healthcare appointments booked over the year and 1,725, (approximately 15%) not attending those appointments. A back-up list of patients was utilised in the early part of the year, in order get full use of a clinician's time. However, in November, the issue of 'did not attends' for healthcare appointments was addressed by the introduction of a requirement for prisoners to sign a declined attendance form, as well as stating a reason for this, with the hope that these numbers would reduce.

It has been a frustration for healthcare staff that annual reviews for long-term conditions, mental health and learning disabilities did not take place in a timely manner due to a lack of resource.

Covid-19 case numbers remained very low for most of the year, with testing upon arrival at the establishment; however, there was an outbreak in February which disrupted other clinical services.

The Covid-19 vaccination rollout to prisoners continued throughout the course of the year, mirroring that in the community – that is, vaccines were offered to each cohort at the appropriate time, with a total of 253 booster vaccinations being administered by the end of December.

During the pandemic, healthcare staff delivered services through face-to-face and in-cell telephone contact with prisoners. Some triage, hospital and GP appointments have been conducted by telephone, which proved to be both successful and efficient.

Clinics within the healthcare department could deal with only a limited number of patients, as only four prisoners were allowed in each waiting room at one time. This has been managed reasonably well on a zonal basis, with the provision of escorts and additional officers as required.

6.3 Mental health

At the end of the reporting year, there were eight vacancies, of varying positions, within the mental health care team, out of a possible full complement of 13.

In the HMIP report of 2020, inspectors stated that the then caseload of 300 prisoners was an exceptionally high number, and the demand for mental health referrals has continued to be great throughout the reporting year. In December 2021, the mental health caseload was 326, and had been consistently over 300 for the year, with appointments being made for February 2022.

Especially in the first half of the year, until progress to stage 3 in May, staff continued to have serious concerns about the long periods that prisoners were confined to their cells and how this would affect their wellbeing, and cause boredom, low mood and sleep inversion, leading to increased prescribing.

When a prisoner is identified as being at risk of suicide or self-harm, an ACCT is opened and a member of the mental health team attends an initial review to see if they are required. If they are not, they allocate a more suitable member of the healthcare team – for example, from primary care or the DART.

6.4 Social care

Although the HMIP report of 2020 stated that social care had improved since their previous visit of 2017, and that staff worked closely with the council, there was still progress to be made in this area. The East Riding of Yorkshire prisons team, which is part of social care joint working, is due to start working with HMP Humber early in 2022. It is anticipated that the team will attend the prison at least two days per week to conduct Social Care Act assessments and provide recommendations for healthcare packages. The team also hopes to support staff and help with staff and peer training in relation to safeguarding. All members of the team have a specialism, in areas including mental health, domestic violence and substance misuse.

6.5 Exercise, regime

Exercise has been very limited during the pandemic, with the time out of cell being two hours, normally split into two 60-minute sessions. This was to enable a shower, cleaning of the cell and outside exercise. However, every Friday, time out of cell was restricted further, and was only for showers and cell cleaning. Canteen (the prison shop, where goods can be bought) items were delivered on Fridays, so prisoners could be in their cell for the majority of the time from Thursday afternoon until Saturday without outside fresh air, daylight or exercise. This obviously led to the frustration of not being out of their cell conflicting with the benefit of receiving canteen. A number of prisoners and staff have told the Board that they felt safer and happier to receive their canteen in this more restricted and controlled environment. Those prisoners who had a greater requirement to push themselves with physical exercise, to aid their mental wellbeing, suffered greatly during the year. Exercise referrals, the delivery of drug strategy sessions, gym inductions and mental health referrals have been included in basic physical education (PE).

The pre-pandemic gym capacity was between 50 and 86 prisoners per session across the entire prison, depending upon the activities that were being facilitated. During 2021, the PE department was very limited in its ability to deliver a full and inclusive timetable due to restricted regime levels. As a result of the restrictions, there was a maximum capacity of 44 places in total across the prison during stage 3 in May and stage 2 in August.

The PE delivery was limited to only recreational sessions, managed on a wing-by-wing basis, and consisted of activities such as weights and cardio, racket sport and table tennis. There were some advantages to this being on a one-wing basis as the prisoners appeared to be more relaxed, and many said that they preferred this format. It has been a safe option but will not be sustainable going forward, when the prison opens up and runs a normal regime.

Two accredited 'emergency first aid at work' courses and a week-long personal achievement development scheme (PADS) course, which originated at HMP Humber, were delivered to prisoners. PADS is a military-style course designed for physical and mental exertion, including marches with full packs, running with logs, assault courses and tests of endurance and mental perception.

6.6 Drug and alcohol rehabilitation

At the end of the reporting year, there were 14 vacancies of varying positions within the DART, including senior practitioners and senior nurses, out of a possible full complement of 20.

The caseload in December 2021 was 357 patients, of whom 189 were receiving opioid substitution therapy (OST). In December 2020, the caseload was 301 patients, of whom 170 were receiving OST.

The DART initial assessment takes place within 24 hours of a prisoner's arrival, weekends excepted, and for those who already have a detoxification plan, their prescribing continues. All patients are seen by the prescriber at five days, 28 days and 13 weeks for a review.

All patients who remain in the prison after their treatment has ended have the option to refer back, and likewise patients also have the choice to opt out.

The DART provides a number of drug programmes and support, including:

- SMART (self-management and recovery training) recovery
- SMART Inside Out programme (principles of cognitive behavioural therapy)
- Rolling with Resistance (CHCP evidence-based programme)
- Relapse prevention.

The team also provides a range of additional substance-specific lessons, and sessions on what to expect when detoxifying and so on, which during the pandemic have been adapted for one-on-one working.

The team works alongside prison staff in the following units:

- Recovery wing – this wing has continued to function as the recovery unit throughout the year, accommodating up to 60 patients, despite the regime restrictions. This is an intensive and community recovery-based environment promoting mutual aid and peer support. During the periods when group sessions ceased, the team continued actively to engage patients and set work which could be completed in-cell or on a one-to-one basis.
- ISFL unit – with the majority of prisoners on this wing signed up to a 'compact' (agreement/contract with the prison) involving expectations and incentives to encourage them to live 'substance-free', including the use of compact-based drug testing.
- HOPE unit, which houses mainly life-sentenced prisoners, and those serving indeterminate sentences for public protection (IPP) or extended determinate sentences.

All patients have continued to have access to clinical support from DART prescribers and nurses, including care planning.

Harm reduction intervention has been a priority, and been delivered on a one-to-one basis and increasingly via the ICE TV channel. During the past year, there has continued to be a significant uptake in naloxone (used to counter the effects of opioid overdose) training.

6.7 Soft skills

During the restricted regime, the ability to interact with other prisoners at all, let alone effectively and harmoniously, has been very limited.

Andy's Man Club, the group for prisoners to get together to talk about issues and problems that they face (see also section 4.2), did operate, but inconsistently due to the restricted regime.

While group sessions in wellbeing, mindfulness, meditation and yoga did not physically take place, full use was again made of the ICE TV channel and, although limited, this provided as much of a service as possible to prisoners.

Classes including yoga, meditation and gym have been part of the regular weekly schedule, together with guitar and ukulele, and art classes. Calming music was also available from midnight until 8am for those struggling to sleep.

Two pygmy goats were a welcome addition in June, and continue to be escorted to different areas of the establishment in order to aid both prisoner and staff wellbeing. Staff and prisoners alike have told the Board about the simple but positive impact of this addition.

The Lincolnshire Action Trust has remained onsite and continued to offer support, acting as a point of contact to encourage social visiting by families when possible, and providing information to make visits less daunting.

The well-established Humber Pilot scheme, designed and led by serving prisoners, continues to provide peer support, advice and guidance, helping other prisoners progress and navigate their prison journey positively. The heart of the Humber Pilot vision is progression, with a core focus not on just improving prison life, but also improving the employment opportunities.

7. Progression and resettlement

7.1 Education, library

During the year, the education provider, Novus, has provided a comprehensive curriculum, with the aim of motivating prisoners to improve their skills. This has been challenging in a year when classroom and workshop attendance has been limited due to the pandemic.

The curriculum on offer remained as initially planned at the start of the reporting year. As classroom and workshop attendance was not possible for some months, Novus staff adapted their methods, using a range of strategies, including in-cell work packs and face-to-face mentoring, or classroom delivery when possible. The lack of classroom teaching obviously slowed down progress for some learners, but during this challenging year there were less than 10% withdrawals from courses.

There was also success in English and mathematics, with several prisoners progressing to accredited qualifications.

Qualification achieved	Entry level	Level 1	Level 2
Mathematics	29	10	6
English	40	12	2
ESOL*	1		

* English for speakers of other languages.

During the reporting year, the prison has maintained education, vocational training and work provision as far as possible in the circumstances. There has been good collaborative working between staff and prisoners. Observations by Board members when visiting workshops and IT/media courses during December and stage 1 of the regime, report a high level of engagement by the prisoners, and relationships between education staff and prisoners have been respectful. Prisoners have developed good practical skills, and continue to be keen to demonstrate their work to the Board. This must contribute to the good success rates on the majority of courses.

Unfortunately, the large majority of new receptions were unable to access a comprehensive induction programme, which limited the use of sequenced personal learning plans, scheduled review and/or exit interventions.

A new information, advice and guidance contract was awarded to Novus during the reporting year, with greater management and assurance of enhanced induction processes. Prisoners can receive impartial advice and guidance to ensure that they are clear about their choices for learning, work and employment on release and, in turn, create a skills action plan. This service is in the initial stages and no tangible benefits have been observed while the prison is in stage 3, but this continues to be monitored.

There are two libraries, one in each zone, which are run by East Riding of Yorkshire Council. Pre-Covid-19, prisoners were able to attend the library for two sessions each week, but the pandemic regime forced the libraries to close for the first seven months of the year. However, library staff continued with their commitment to ensure that prisoners still received books, by setting up a delivery and collection service. The

libraries reopened as the prison moved to stage 2 in August, with the capacity being eight prisoners in the zone 1 library and 12 in the zone 2 library.

The Board has been pleased to see the library service continue, with staff doing their utmost to provide prisoners with reading and listening matter in order to aid their wellbeing through these very challenging times. Literacy support is normally provided via Turning Pages but, again, this was curtailed.

7.2 Vocational training, work

Vocational training and work suffered greatly as a result of the ongoing Covid-19 restrictions. Vocational courses continued with in-cell theory work, and as the prison began to recover, prisoners returned to classes for completion of their practical elements. All staff, including from Novus, ensured that the curriculum did not lose sight of the need to provide generic technical skills, knowledge or qualifications which are used in industry and work, and sought by employers – for example, health and safety in construction and food safety.

Progressing to stage 2 in August, workshops started to take part-time workers, and with a much reduced capacity successfully achieved contract targets, together with a new packing contract commencing in October.

Work has continued on the farm which supports the prison, with polytunnels being erected to form a specific nursery to grow trees for the Forestry Commission.

The LBA (land based activity) visit to the farm took place in August and was very successful, with ideas being shared on becoming more sustainable by growing produce which can be used in the prison kitchen and staff mess. Discussion has taken place with the catering manager of the prison in relation to progressing this work.

Contract work suppliers have been contacted throughout the year with regard to the prison's progression/stages.

As the prison moved to stage 1 in mid-November, the workshops increased to full capacity, only to revert back again in December, when the only industry deemed essential was that of waste management.

Outcomes remained healthy and 242 prisoners acquired an accredited qualification across a range of courses, including information technology (IT), food safety, cleaning, mentoring, brick laying, tiling and others.

Qualification achieved	Level 1	Level 2	Level 3
Number of prisoners	29	210	3

Other prisoners achieved accredited learning in the theory aspect of these qualifications, but may have achieved the full qualification if they had had access to workshops, which was not possible because of the Covid pandemic.

Some non-accredited courses have been put in place to help develop prisoners' skills; for example, 239 prisoners acquired a cleaning competency certificate.

Education staff feel that further work is still needed to embed functional skills into all areas of employment and learning in the prison, to help support prisoner reintegration back into the community upon release.

7.3 Offender management, progression

Several factors have had an impact on the work of the offender management unit (OMU) this year. In the latter part of 2020, the prison was placed in stage 3, which then continued through most of 2021. In June 2021, the community rehabilitation company and the probation service reunited and this has meant that there were ongoing changes which the staff had to manage, impeded by the difficulties imposed by operational staffing issues due to the pandemic. However, despite this, the OMU still maintained a business-as-usual delivery, even though it had to adapt the way in which some of this was delivered.

The OMU was staffed according to the offender management in custody (OMiC) model. At the end of the reporting year, the unit had 12.5 full-time prison offender managers (POMS) and seven full-time probation staff. There are many tasks which are not quantifiable and the OMiC benchmark appears to have been set with no consideration given to the tasks which are not measurable. Many of the POMs are operational staff, integral to the safe running of the prison, and due, again, to Covid-19-related staffing issues, have often been called to support the regime. However, an OMiC refresh has been scheduled in 2022, but this has not yet been confirmed.

Staff work to national standards, with regular supervision every six to seven weeks. The head of offender management delivery currently countersigns 100% of sentence plans, to ensure that these are appropriate and address the needs of prisoners; however, this will be revised to align with the new framework in due course.

Following the HMIP report of 2020 and subsequent recommendations, POM surgeries now feature as part of structured on-wing activity and part of stage 1 recovery. A POM will visit two wings each day, one in the morning and one in the afternoon, in accordance with a published rota, whereby prisoners can book an appointment to see them.

At the end of 2021, there were approximately 20 releases from HMP Humber each week. Normally, there would be a handover meeting between the POM and community offender manager (COM) but, due to the pandemic, COMs' access to the prison has been limited through 2021. These meetings have been facilitated by telephone conferencing to include the prisoner. Some COMs, however, have attended via legal visits, enabling some face-to-face handovers to take place prior to the most recent restrictions in December. This progression was permitted following probation staff returning to physical attendance and business as usual.

Recategorisation reviews have continued throughout the pandemic. During 2021, there has been a national issue regarding transfers to category D prisons, with some of the accommodation within these prisons being decommissioned due to inadequacies in relation to meeting health and safety and fire standards. In July 2021

there were only 63 available category D spaces across the entire prison estate. Prisoners were informed of the situation, both by individual letters and an invitation to attend a meeting. The Board received a small number of complaints from prisoners waiting to be transferred to a category D establishment. However, by December 2021 there had been 59 transfers to an open prison, with 38 awaiting transfers.

In 2020, approximately one-third of the offender assessment system (OASys) reports had not been reviewed in the previous 12 months and approximately 100 initial OASys assessments were overdue. Incomplete initial assessments were due to prisoners being transferred from local prisons, where there was insufficient time to complete the assessment within the targeted timescale. However, between January and June 2021, there was a more than one-third reduction in this number. Over the entire year, OASys reviews needing to be performed reduced from 116 in January to 71 in December, a 39% reduction for the year. While the Board has been informed by staff that an OASys task force is dealing with the national backlog, and we are pleased with the progress made, we are concerned about the backlog across the entire custodial estate, which is delaying effective sentence progression.

Generally, the prison does not offer release on temporary licence (ROTL) because risks to security have an impact on the safety of the prison, although cases are considered on an individual basis. No prisoners were released on ROTL during 2021.

At the end of 2021, there were 92 long-term, life and indeterminate-sentenced prisoners; this included 22 serving life sentences and 13 IPP prisoners. The HOPE unit progression regime opened in May 2018, to look after prisoners serving life, indeterminate or extended determinate sentences who are committed to making positive changes in their lives and working towards a safe return to the community. The unit can accommodate up to 48 prisoners, in a mixture of double and single cells.

The robust referral and throughcare process for rehabilitation is recognised as good practice in the progression regime. Similar to the ethos within an open prison, the unit has a strong emphasis on personal responsibility, which is achieved by enabling the freedoms of day-to-day tasks, thereby providing hope to those who are lost in the repetitive cycle of their sentences.

The unit consists of a dedicated team, including residential operational staff, POMs, psychologists and a restorative justice practitioner, all ensuring that prisoners are focused on evidencing to the Parole Board that they are ready to lead law-abiding lives within the community. It is focused on giving the prisoners a voice and an understanding of their offending behaviour by engaging in activities which address their old attitudes and beliefs, and how to combat these to address risk in the future.

Over the past two years, the regime has been greatly affected by the pandemic, but psychology weekly drop-in sessions have been maintained to allay any fears that prisoners may have had, with support via weekly interactions with their POM. Regimes have been adapted – for example, ensuring that prisoners can access one intervention on the restorative life skills programme.

Overall, the unit has had 54 releases back into the community since it first opened in 2018, with eight progressing to open conditions as directed by the Parole Board.

Parole boards have been maintained as scheduled. During 2021, in relation to those prisoners serving life sentences, there were 12 parole boards listed, with five prisoners being released, three adjournments and the remaining four progressing to category D. In relation to those on an indeterminate sentence, there were nine parole boards listed, with seven prisoners being released, one adjournment and the remaining one progressing to category D.

Overall, during the reporting year, a total of 1,182 prisoners were released from HMP Humber into the community, 232 prisoners were released on home detention curfew (HDC) and a further 361 were transferred to other prisons.

7.4 Family contact

There has continued to be a positive attitude towards supporting prisoners in maintaining good relationships with their family and friends. However, since the beginning of the pandemic, in March 2020, social visits and family contact in all its forms have continued to be very much reduced and/or curtailed completely as the prison has continued in various forms of restricted regime.

The main visits hall was adapted in 2020 to ensure that socially distanced visits could be accommodated, with the construction of 12 booths. This reporting year began following the late suspension, by the Ministry of Justice, of compassionate social visits over the Christmas period of 2020, therefore prisoners were left feeling very anxious and upset.

2021 began with restrictions on social visits, but additional PIN credit continued until the end of September, which enabled prisoners to maintain contact with family and friends.

As the prison moved to stage 3 in May, restrictions were relaxed and the prison took steps to recommence social visits at the earliest opportunity. The Board noted that families were informed of changes via Twitter and prisoners were kept fully informed via ICE TV and community notices of changes, including increases in the number of visits and relaxation of regulations.

The Board was pleased to see that the prison was able to facilitate the removal of the booths within the visits hall during August, to improve the quality of social visits both for prisoners and visitors, with limited physical contact permitted again. During October, the number of visits increased to 24 per session, with visits taking place on Monday, Thursday, Friday, Saturday and Sunday afternoons and the café permitted to open for refreshments.

It was unfortunate that the year ended with social visits again being suspended but, again, the quality of notification and explanation was good.

The video-calling initiative known as Purple Visits, introduced in July 2020, with laptop computers being available for prisoners to use when visitors booked a visit via the facility, continued throughout the pandemic and restricted regime. Over the reporting year, 5,528 Purple Visits were booked, each being for a duration of 30

minutes. This type of visit has been of particular benefit to prisoners whose visitors lived some distance away, were not able to visit because of the restrictions or did not want to visit due to the risk of increased transmission.

In-cell telephones, provided as part of a cell refurbishment during 2019/20, have been of great benefit to prisoners for contacting family, friends and legal advisers, as well as for some healthcare appointments. There was a limit of 2.5 hours of call time per day, together with an additional £5 credit given. The additional credit was curtailed in September but was reinstated in December due to a further lockdown. The prison identifies prisoners with low telephone usage, on an ongoing basis, and contacts them to discuss their support needs.

7.5 Resettlement planning

The impact of the Covid-19 restrictions on the area of resettlement planning within the prison has been immense. This has also been exacerbated by the reunification of probation services on 26 June 2021.

Prior to reunification, the prison had six full-time-equivalent staff as part of the enhanced through-the-gate team. At the end of the reporting period, this had reduced to one part-time person, who deals only with bank accounts; therefore all prisoners should leave the prison with access to a bank account. However, the overall preparation for the release process has been greatly affected. Issues with the 'refer and monitor' process mean that staff in custody cannot see how the commissioned rehabilitative services referrals are progressing.

POMs have to complete a referral to COMs, who then deal with accommodation for prisoners on release.

Prior to the changes, on average, 80% were housed on the first night of release from custody. This dropped to just above 70% in July, and since then the prison has not had access to further data, due to the Prison Service not measuring performance data.

Shelter was able to negotiate an additional increase in the amount of face-to-face contact following the implementation of the new contract. This has had a positive impact, in the short term, on the numbers housed since August. Similarly, in July, 6.7% of prisoners were known to be in employment six weeks after release but there has been no further data available since then.

Following reunification, the new contract with Shelter has been for accommodation only and does not include finance, benefits or debt. There is a new outreach service based in the community, but this means that there is less opportunity for prisoners, as the courses are offered in the community, after release. There is only a minimal amount of mentoring available for those actually in custody. In December 2021, the finance and debt contract had not yet been awarded. The Board has grave concerns about the impact of these new arrangements on prisoners.

In May, the stage 3 regime restrictions following on from the Covid-19 outbreak placed severe restrictions on the work available for prisoners, as only 'essential' Prison Service-related work was allowed – for example, in the kitchens and bakery, and in waste management. The resettlement team bid to be able to continue with its

contract work, which it had been apprehensive about losing, was successful and permission was granted; this provided employment for just over 40 prisoners in four essential workshops, together with the Code 4000 workshop, a workshop to reduce reoffending through teaching prisoners how to code and preparing them for employment in the tech sector. Nonetheless, the number of places available to prisoners was severely limited due to social distancing and operating at 50% lower capacity.

The prison anticipates that even after the lifting of all pandemic restrictions in the community, the Prison Service will still face some restrictions, and it is likely that association time will be severely reduced. Planning is in place to move to part-time working, combined with activities on a half-day rotation basis. The Board received a number of complaints from prisoners in relation to this restricted regime. While the Board understands that these continued restrictions will be in place to help reduce the risk of infection, we have concerns that the outcomes for prisoners, in terms of resettlement preparation, will be hampered significantly.

The work of the IMB

The reporting year of 2021 has, for the Board, been again dominated by the Covid-19 pandemic. The Board has tried its utmost to continue to have a physical presence within the establishment, for the benefit of the prisoners.

'Blended monitoring', with a mixture of visits to the prison, when it has been safe to do so, and remote monitoring, with contact via telephone and email, took place in the early part of the year, with two members returning to physical visits in April and the remainder in July.

Board statistics

Recommended complement of Board members	16
Number of Board members at the start of the reporting period	13**
Number of Board members at the end of the reporting period	9
Total number of visits to the establishment	186
Total number of shifts on the 0800 telephone line	20
Total number of segregation reviews attended	73 in person 94 linking in via 'spider phone'

** This included two members on sabbatical.

The IMB national 0800 telephone application scheme has continued this year, following its implementation in April 2020. This has enabled prisoners to ring the freephone number and speak directly to a Board member, giving them the details of their application. There have been three active Board members from IMB Humber participating in monitoring the telephone lines. Information relating to the national 0800 telephone line has been accessible to prisoners on ICE TV within the prison.

Over the reporting year, 249 applications were made to the Board, of which 131 (53%) were calls to the 0800 number. The majority of applications were received in February, probably as a result of the prison becoming an outbreak site, and again in May, probably due to the move to stage 3 and more movement being allowed.

The receipt of applications via the 0800 number has provided an opportunity for the Board to receive and process applications confidentially and/or remotely in these difficult times. From mid-March, the Board has replied to applications by means of the 'email-a-prisoner' scheme on approximately 140 (56%) occasions, to ensure that responses are given in a timely manner.

The availability of the IMB national 0800 telephone application scheme, together with the email-a-prisoner scheme, is viewed very positively by the Board at HMP Humber.

There continues to be a lack of information available on the wings about the IMB and the freephone 0800 telephone application line, but information is available on the ICE TV channel.

Applications to the IMB (including via the 0800 telephone line)

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	16	12
B	Discipline, including adjudications, IEP, sanctions	3	9
C	Equality	2	4
D	Purposeful activity, including education, work, training, library, regime, time out of cell	11	4
E1	Letters, visits, telephones, public protection restrictions	9	11
E2	Finance, including pay, private monies, spends	2	1
F	Food and kitchens	4	4
G	Health, including physical, mental, social care	33	43
H1	Property within this establishment	19	24
H2	Property during transfer or in another establishment or location	20	13
H3	Canteen, facility list, catalogue(s)	9	6
I	Sentence management, including HDC, ROTL, parole, release dates, recategorisation	13	15
J	Staff/prisoner concerns, including bullying	15	30
K	Transfers	13	10
L	Miscellaneous, including complaints system	38	26
	Uncategorised due to Covid-19 restrictions	-	37
	Total number of applications	207	249



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