



# **Annual Report of the Independent Monitoring Board at HMP/YOI Peterborough (Men)**

**For reporting year  
1 April 2021 – 31 March 2022**

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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**

Her Majesty's Prison (HMP) and Young Offender Institution (YOI) Peterborough is a private prison on a brownfield site in the city centre, made up of two separate establishments, one for women and one for men, which share the same staff and management. It opened in March 2005 and is run by Sodexo Justice Services, under contract to the Ministry of Justice. There is a performance delivery unit, headed by a manager reporting to the Director, which tracks the contractor's adherence to the terms of the contract and also the actions arising from Her Majesty's Inspectorate of Prison inspections, Prisons and Probation Ombudsman investigations, audits and reviews. There is also a controller team on-site, employed by Her Majesty's Prison and Probation Service (HMPPS), which monitors the contractor's performance on behalf of the Ministry of Justice.

HMP Peterborough men's prison is a category B local and reception/resettlement prison. The operational capacity is 892 and most cells are doubled. There are three modern residential house blocks containing 12 wings, including early days in custody (the induction wing), drug detoxification and safeguarding. Facilities include a large gym, chapel, workshops, classrooms and a library.

Each wing has an electronic kiosk, on which prisoners may, for example, order their meals, book visits and appointments, communicate with prison departments and review their finances.

The prison manages its staff recruitment and training needs locally. Recruitment has continued through the reporting year.

The prison has been operating throughout the year under either a Stage 4, Stage 3+ or Stage 3 regime, as defined by HMPPS. There were four periods during the reporting year when outbreaks were declared.

Key services were provided during the reporting year as follows:

- Physical healthcare by Sodexo Justice Services, with the GP service contracted to Cimarron UK then changed to Medco during the reporting period.
- Primary mental healthcare services by Cambridgeshire and Peterborough NHS Foundation Trust.
- Secondary mental healthcare services by Northamptonshire Healthcare NHS Foundation Trust.
- Learning and skills provision by Sodexo Justice Services.
- Integrated substance misuse service (ISMS) by Northamptonshire Healthcare NHS Foundation Trust.

The prison also worked closely with the community rehabilitation company (CRC) for Bedfordshire, Northamptonshire, Cambridgeshire and Hertfordshire (BeNCH) until the termination of contracts at the end of June 2021. Since then the prison has worked with the National Probation Service as provider of probation services, together with contracted service providers and volunteer organisations including the following:

- Mind (mental health support)
- Alcoholics Anonymous
- Jobcentre Plus
- Shaw Trust (skills and employability support)
- Reeds Solicitors (legal advice)
- CGL Cambridgeshire (substance misuse, for prisoners from Cambridgeshire)
- Christians Against Poverty (general support)
- Project Nova (support for veterans)
- SSAFA (support for veterans)
- Seetec (accommodation support for sentenced prisoners)
- Bail, Accommodation and Support Service (supported housing for those on home detention curfew (HDC) or bail), provided by NACRO in partnership with Sodexo.

There are also a number of third sector organisations providing specific services locally.

### **3. Executive summary**

#### **3.1 Background to the report**

The prison was managed under HMPPS Gold Command Covid regime throughout the reporting year. For much of the period it was at Stage 3, but a Covid-19 outbreak was declared by Public Health England in October 2021 which returned the prison to a Stage 3+ regime for a number of months. At times there were high levels of staff absence, particularly at weekends, which meant regime was even more curtailed. Nonetheless, all prison staff have shown outstanding effort and commitment to good outcomes for prisoners.

#### **3.2 Main judgements**

##### **How safe is the prison?**

HMP Peterborough takes prisoner safety very seriously. There are a few weak areas, where the prison can be seen to be working hard, however it has achieved a great deal and should be congratulated (paragraphs 4.3.1, 4.3.3).

The Board is however concerned that clinical, mental health and drug services are not providing an adequate service, much to the detriment of safety in this prison. Too many applications by prisoners to the IMB refer to these services, and too many violent and self-harm incidents have health as a contributory factor. More details may be found in the safety and health sections of this report. The Board will monitor prisoner health from a safety point of view even more closely next year.

##### **How fairly and humanely are prisoners treated?**

As with many other organisations this year, the prison had to deal with significant challenges in the recruitment, training, and retention of staff. The challenge for HMP Peterborough was particularly acute because of the opening of the new prison at Five Wells, Wellingborough, less than 35 miles away. While it did experience higher than usual staff turnover, for the most part the prison succeeded in recruiting and training sufficient new staff. Nonetheless there were occasions when weekend cover was stretched and the regime provided was more restricted than it should have been.

One of the big communications challenges in 2021-22 was managing the gradual opening up following the easing of Covid restrictions. Prisoners had been required to tolerate a Covid regime that resulted in most being locked in their cells for 22.5 hours a day and this had resulted in a level of dissatisfaction. For the most part the prison was proactive in communicating plans for increasing time out of cell in a way that did result in a measure of acceptance and understanding across the prisoner population.

##### **How well are prisoners' health and wellbeing needs met?**

Obviously, the steps required to contain and manage the risk of the spread of the Covid virus put additional pressure on the prison's healthcare staff over this period. Over and above this pressure, there was a change in the provision of pharmacy services, the CPFT senior mental health team leader left the prison, and the newly

contracted mental health services (now delivered by two different NHS Foundation Trusts) were introduced from April 2021. Against this backdrop of change, healthcare staff have done their best to provide the full range of services required, and overall levels of activity have increased. However, many prisoners continue to report that they are dissatisfied with the healthcare services provided in the prison and this topic comprised nearly 20% of applications to the Board (paragraphs 6.1.2, 6.1.3).

### **How well are prisoners progressed towards successful resettlement?**

The prison's work in education has again been significantly disrupted by the measures taken to limit the risk of Covid spread (paragraph 7.1.1). There has been a very positive impact from the appointment of the new special educational needs co-ordinator (SENCo) who has helped to raise awareness and to drive the definition and delivery of new interventions (paragraph 7.1.4).

Apart from some teething problems caused by the abolition of the community rehabilitation companies the prison has continued to provide good resettlement planning support for prisoners throughout the year (paragraph 7.5.1, 7.5.8). The Board is concerned, however, that NPS are reducing the range of support they provide from April 2022. In spite of the contact restrictions imposed by Covid measures the offender management unit (OMU) has continued to work with prisoners, completing offender assessment system (OASys) assessments and facilitating home detention curfews (HDCs) and release on temporary licence (ROTL) arrangements (paragraphs 7.3.2, 7.3.4).

### **3.3 Main areas for development**

#### ***TO THE MINISTER***

The Board is concerned at the length of time some remand prisoners are held.

#### ***TO THE PRISON SERVICE***

The Board is concerned that the handover from community rehabilitation companies (CRCs) to the National Probation Service (NPS) left gaps in provision of resettlement services, and that NPS will be restricting their activities further. The Board would expect to see the full range of resettlement support provided.

#### ***TO THE DIRECTOR***

The Board welcomes the renewed focus on staff retention and development and will monitor the outcome in the coming year. The Board also welcomes the continued downward trend in violence in the last year and will monitor developments as the Covid-19 regime restrictions are relaxed.

Because of the widespread perception among prisoners that all Healthcare services (Clinical, Mental, and substance misuse) are not up to the standard expected, going forward the prison should prioritise the review and monitoring of Complaints to Healthcare e.g. in the Monthly Clinical Governance Meeting, to ensure that standards are maintained and improved.

### **3.4 Progress since the last report**

The Board is pleased that the downward trend in violence and use of force established last year continued this year.

There continue to be improvements in the living accommodation for men, with better decorative conditions, improved cleanliness and plans for making showers more private. The gardens and external areas are no longer unkempt.

More men now have in-possession medication.

The appointment of a SENCo has greatly improved staff awareness, identification of needs and options for interventions. All classrooms are now equipped appropriately.

The Board is encouraged that on average over the year, the prison has been able to achieve the target for accommodation upon release.



## Evidence sections 4 – 7

### 4. Safety

The IMB report last year was generally very positive in the face of extreme restrictions in regime due to Covid.

The prison has continued to keep safety as a strategic priority and has maintained the investment in time and resources. They have concentrated on sustaining the effective model they have created and planned how to maintain improvements as Covid restrictions diminish. They plan to further develop the safety regime to avoid falling back to ineffective historical practices.

#### 4.1 Reception and induction

4.1.1 The Board has observed that reception processes run smoothly. On arrival food and drink is available, phone calls to family members are offered, and initial screening is undertaken by a nurse. The prison has started offering referral to trauma support as part of the reception process.

4.1.2 Induction and early days in custody was redeveloped as a peer-led service from October 2020, and this now seems to be well embedded.

4.1.3 As a consequence of the pandemic, property cannot be brought in by visitors for prisoners but must be sent in. The prison has struggled to process and deliver property, leading to an increase in both complaints and applications to the IMB.

#### 4.2 Suicide and self-harm, deaths in custody

4.2.1 The Board monitors closely the management of suicide and self-harm (SASH) prevention. The second year of a decrease in incidents is very welcome.

	2021/22	2020/21	2019/20
<b>Incidents of self-harm</b>	452, -7% on 2020-21	485, -29% on 2019-20	689
<b>Use of force by staff to prevent self-harm</b>	6, -50% on 2020-21	12, -8% on 2019-20	13
<i>NB – Comparisons over the last two years are given as 2019-20 was pre-Covid, 2020-21 was the height of Covid, and 2021-22 saw Covid restrictions slowly removed over the latter part of the year.</i>			

4.2.2 The key management tool is the assessment, care in custody and teamwork (ACCT) system. A new version has been implemented, and there is strong oversight and engagement at operational and senior manager level. This year the Board has increased its monitoring; particularly by seeking out more prisoners on ACCTs and attending ACCT multi-disciplinary team meetings. Safer custody and peer support work hard and form good relationships with self-harmers. Senior officers and officers have always been seen to engage and be compassionate. There has been a shortage of peer workers and Samaritans-trained Listeners due to pandemic related issues.

4.2.3 There were three deaths in custody during the reporting period. In each case the cause is yet to be determined and an inquest is yet to be held.

4.2.4 There were more cases of food refusal this year. The prison used the ACCT system and food refusal protocols with compassion to manage individuals. There were no cases where effective NHS eating disorder intervention was observed.

4.2.5 The Board closely monitors the management of prisoners with complex needs. These can be individuals with a few extremely serious needs, such as a life-limiting medical condition, or with many and varied issues, such as medical conditions, mental health issues, social care needs, violence or self-harm. They require an inordinate amount of management, which is co-ordinated via the weekly complex needs meeting.

### 4.3 Violence and violence reduction, self-isolation

4.3.1 Generally, life for prisoners is calm and well-ordered with little violence. The reduced levels of violence seen in 2020-21 are mirrored in the most recent reporting year. The Board has reviewed the total number of violent incidents compared with the other eight most comparable prisons, and is very pleased to see Peterborough equal second best. It is our judgement that prisoners have complied well with Covid restrictions, but common sense would predict the risk that violence may increase back to more pre-Covid levels as restrictions are removed. The prison recognises this and communicates plans to address the possibility, and the Board will monitor this area very closely in the forthcoming year.

	2021/22	2020/21	2019/20
<b>Violence</b>			
Prisoner-on-prisoner assaults	175 (8 serious), -1% on 2020-21	177 (15 serious), -53% on 2019-20	381 ([56 serious)
Prisoner-on-prisoner fights	60 (1 serious), +11% on 2020-21	54 (2 serious), -51% on 2019-20	110 (7 serious)
Prisoner-on-staff assaults	77 (9 serious), -4% on 2020-21	80 (14 serious), -30% on 2019-20	114 (18 serious)
Use of force by staff to maintain good order	460, -11% on 2020-21	518, -29% on 2019-20	727
<p><i>NB1 – serious violence figures (shown in brackets) are those of the whole number of incidents that were of a serious nature.</i></p> <p><i>NB2 – Comparisons over the last two years are given as 2019-20 was pre-Covid, 2020-21 was the height of Covid, and 2021-22 saw Covid restrictions slowly removed over the latter part of the year.</i></p>			

4.3.2 Bad behaviour is not tolerated and, when appropriate, segregation is used. Little use has been made of the independent adjudicator, who can add days to a person's time in custody. This has left a gap between the prison, which can only

impose limited punishment or restrict privileges, and the police who only prosecute the most serious incidents.

4.3.3 The safer custody team work hard to restrict violence and the topic has good oversight at operational and senior management level. They use challenge, support and intervention plans (CSIPs) to manage individuals; however, the Board does not observe a sufficiently wide range of challenge or support interventions.

4.3.4 Potential inter-gang violence has been a significant issue since the prison became a reception/resettlement prison. It has several high-gang areas in its catchment, particularly Luton, Northampton and Bedford. It uses intelligence well, but only has twelve wings to disperse a large number of gangs with very complex relationships. The Board will carefully monitor fights as the regime opens up post Covid.

4.3.4 There have been fewer issues with prisoners curtailing their own regime; they usually do this due to debt or because of the nature of their crime. Covid restrictions for new arrivals have reduced the issue mainly due to the level of isolation for everyone. At the start of the year there were issues for vulnerable prisoners, who are often prisoners convicted of sex offences. Court delays and increased times on remand increased the population. On top of the usual VP wing the prison opened a further half wing. This improved safety, but there is a lack of suitable or purposeful activity for these men. There are still delays getting convicted VPs to suitable prisons.

#### **4.4 Use of force**

4.4.1 Less force is being used to maintain discipline, to the credit of staff de-escalation skills. Staff used force to maintain good order on 460 occasions, 58 fewer than last year, a reduction of 11%. This represents a reduction of 36% over two years.

#### **4.5 Preventing illicit items**

4.5.1 Mandatory drug testing (MDT) was suspended nationally during Covid-19 restrictions.

4.5.2 All incoming personal mail for prisoners is photocopied to prevent any impregnated with drugs from reaching the wings. Criminals still attempt to smuggle contraband through the legal post system. Parcels sent in are checked by dogs and if necessary screened for drugs. Airport-style security was introduced in May 2021 for all staff and visitors, including X-ray, use of transparent bags for staff possessions and searches.

## **5. Fair and humane treatment**

### **5.1 Accommodation, clothing, food**

5.1.1 There is a general improvement in the fabric of many of the wings and noticeable smartening of the environment. Wings, including the showers, have been repainted and some new furniture installed. Installation of privacy cubicles in the showers has been delayed by supply chain problems but is due to start soon. Most prisoners have cell privacy keys. The gardens have been tidied and there are plans to introduce gardening as vocational training. The facilities management team has suffered from staff shortages and is currently being run by the manager from HMP Bronzefield. This has had an impact on the timeliness and quality of work. The Board has observed that some prisoners persistently cover observation panels and wing staff do not always consistently challenge this.

5.1.2 All areas are accessible by wheelchair users, and the Board is reassured that some additional funding for disability adapted cells and equipment has been secured. An obese prisoner housed in the healthcare unit without suitable facilities has still not received all necessary equipment however, although staff tried to maintain the prisoner's dignity with the equipment and accommodation available.

5.1.3 Prisoners appreciated more storage for library books, specifically during the Covid regime with fewer library visits.

5.1.4 Food is received on time in the wings and meals are served hot and fit for consumption. The evening meal has however been served early throughout the Stage 3 or 4 regime periods. Members have occasionally observed servery workers not wearing appropriate protective clothing. Serveries are generally clean. The Board receives some verbal complaints about food being bland, and poor portion control leading to food running out.

5.1.5 Health- and faith-related diets have been professionally managed, with little disruption throughout the year despite changes in kitchen arrangements due to the pandemic. There are adequate arrangements for vegan diet requests which are at approximately the same level as last year, and vegan dishes are indicated by symbols on the kiosk. The prison Imam visits the kitchen to observe procedures for halal food, which is bought from a recognised halal supplier and is stored, prepared and served separately with separate utensils by Muslim workers.

5.1.6 All prisoners may wear their own clothing. Prisoners can request basic joggers, tops and flipflops if they have no suitable clothing and reception holds a good stock.

5.1.7 Canteen distribution has been changed so that not all wings receive canteen on the same day. There were five applications to the Board regarding the facilities list or canteen.

5.1.8 The Board received 45 applications (9% of total) relating to letters, phone calls, visits etc., twice the average over the previous five years. There are more instances of delays or failures getting contacts set up on PIN phones, receiving post and receiving newspapers, which can cause distress or frustration. This appears to

be caused by staff shortages, even though at various points education staff have been cross-deployed for some tasks. Additionally, on one occasion rule 39 post was left in reception for several days awaiting checking by the dog handlers.

## **5.2 Segregation**

5.2.1 The separation and care unit (SCU) contains 14 cells, and maintains good levels of cleanliness, maintenance and tidiness. The unit generally operates at or near full capacity. Men were placed in the unit on 605 occasions during the year, a reduction on last year's total of 767. During the year there were three occasions when men were held on the unit for more than 42 days. There were four 'difficult and frequent returners' to the unit due to their repeated disruptive behaviour, damage to prison property and violence, with one prisoner being segregated on seven occasions. The Board spent considerable time monitoring these particular prisoners including consultation with staff, and it was noted that the staff worked hard to improve behaviour outcomes.

5.2.2 Prisoners on ACCTs were held in the unit on 46 occasions compared with 35 last year. The Board continues to monitor this situation and sometimes attends ACCT reviews, particularly when prisoners request a member to be present.

5.2.3 There were nine dirty protests during the period but despite these challenges the special accommodation cells were not used.

5.2.4 The Board normally attends all rule 45 or 49 reviews. The Board continues to have concerns with regard to being notified when these take place, usually requiring the IMB clerk or a Board member to make daily contact. There were a total of 184 rule 45 reviews during the period compared to 177 in 2020-21.

5.2.5 There were 2,155 adjudications of which 628 were not proceeded with due to flaws such as being out of time, the co-accused being found guilty, and the transfer or release of the accused or the victim. The Board attends some of these reviews, particularly if a prisoner requests its presence.

5.2.6 Covid-19 had a minimal impact on the unit during this period and despite staff absences and forced isolation, staffing levels and regime were maintained throughout and where prisoners were infected and had to be isolated it raised no major issues. The Board returned to normal weekly monitoring visits of the unit from July 2021.

5.2.7 In general the Board observed unit staff managing and dealing appropriately with often very demanding prisoners during a very demanding year.

## **5.3 Staff-prisoner relationships, key workers**

5.3.1 Key work is carried out by wing staff with prisoners on the wings where they work. This is sometimes expressed verbally as a cause of concern for men who feel they have a poor relationship with their wing officers.

5.3.2 Some men remain unaware of the key worker system, and some are dismissive of it. The Board has not seen much evidence of improved outcomes for prisoners as a result of having a key worker.

5.3.3 The Board has observed positive working relationships between staff and prisoners despite the pressure caused by staff shortages. We are aware, however, that a number of wing staff have joined the prison in the last two years and are therefore unfamiliar with the normal regime and we will therefore continue to observe this aspect carefully.

5.3.4 The Board received more applications regarding staff/prisoner relationships than last year, but the total remains below the five-year trend.

## **5.4 Equality and diversity**

5.4.1 The Board monitors the prison management's approach to equality and diversity by attending or reviewing the bi-monthly diversity and inclusion meetings. Attendance includes the Director/deputy director, a diversity and inclusion manager and lead managers for the nine protected characteristics. It has not always been possible for prisoner diversity representatives to attend.

5.4.2 An equality action plan is regularly updated. The Board notes that there continues to be a more methodical approach to building staff and prisoner awareness and to rigorous monitoring. There was no evidence this year of significant disproportionality.

5.4.3 Focus groups operate for all nine protected characteristics and information from these is fed into the diversity and inclusion meetings. Information and decisions from this meeting circulate back to the focus groups.

5.4.4 At the end of the reporting year there were 137 male foreign national prisoners. Prisoners are seen by a foreign nationals officer within three days of arrival. Progress through the courts remains slower than usual and flights continue to be disrupted.

5.4.5 Written information for reception and induction is now available in a number of languages. Management places emphasis on the importance of using the professional translation service instead of relying on bilingual prisoners and staff and information is regularly included in the staff newsletter. A supply of international library books is available for prisoners.

5.4.6 There were 27 discrimination incident reporting forms (DIRFs) during the reporting period, of which 42% were upheld, including one partially upheld. Eighty-eight percent were completed on time, a significant improvement over last year.

5.4.7 The prison keeps under review the range of culturally appropriate personal care and dietary products available to prisoners.

5.4.8 The Board notes that recognition of diverse themes has been well maintained, with displays around the prison celebrating eight themes, for example, Black History Month, International Men's Day, Transgender Awareness Week, general men's

health awareness days, and also for most religious festivals. It is hoped that events to celebrate these can now be restarted.

5.4.9 A SENCo was appointed in May 2021 (see paragraph 7.1.4). This has proved very successful and the prison intends to employ more resource in this area.

5.4.10 The prison is largely accessible for prisoners using wheelchairs and lift passes are issued where appropriate. The needs for mature prisoners are being considered well such as the need for suitable chairs, mattresses and additional blankets. At year end there were 30 prisoners with personal emergency evacuation plans (PEEPs).

5.4.11 The Board notes there is good support for transgender prisoners with individual plans. The Board considers that transgender people are treated decently and sensitively. Training is provided at staff induction and appropriate toolkits are available.

## **5.5 Faith and pastoral support**

5.5.1 The Board considers that there is good provision for all faiths within the prison and excellent support is provided by the chaplaincy service to both prisoners and staff, with daily contact being made with all wings throughout the pandemic. Services have been developed with faith pastors within the community who provide literature and materials to be distributed, plus DVDs and books. Services are available for a wide variety of faiths on Wayout TV and national radio and chaplaincy headquarters provide newsletters for distribution.

5.5.2 Good planning and provision was made for Ramadan with respect to food availability at appropriate times.

5.5.3 The chaplaincy has continued to provide individual support to bereaved men, including private access to the chapel and support to attend funerals by iPad link..

## **5.6 Incentives schemes**

5.6.1 The use of the basic level remained suspended during the year. Very few applications relate specifically to the incentives scheme.

## **5.7 Complaints**

5.7.1 The prison received 1,345 complaints in the reporting year (an average of 112 per month), an overall reduction of 12% on the previous year. The most significant areas complained about were property at 22% of the total (down 3% on last year) and issues on wings at 13% (down 5% on last year). Other areas of concern were post with 11% (up by 3%) and canteen with 9.8% (up by 3.8% on last year). There were some 64 complaints regarding officer attitude.

## **5.8 Property**

5.8.1 Applications to the Board relating to property at this prison are at approximately the same level as before the pandemic.

5.8.2 Prisoners may request a copy of their personal property list from Reception, which can be a lengthy process. Paper property cards are at risk of damage or loss and a digital system would be preferable. The facilities list of allowable possessions is displayed on the wing notice boards.

5.8.3 A log number to access property is by request every six months, or three months for enhanced prisoners. Prisoners rely on property being brought to them from the property store, and this is not consistent; there are instances of property being left in wing offices or the request taking weeks to deliver. The prison needs to define who is accountable for delivering property in a timely way and ensure this is done.

5.8.4 Some prisoners have difficulty understanding rules if they have limited English language skills. The Board would like to see property rules provided in more languages.

5.8.5 Books are accepted directly from a list of agreed suppliers and from family and friends by post, subject to security protocols. This is a well-received and appreciated service. Music CDs are allowed if purchased from an agreed recognised supplier. Family or friends can only send new sealed music CDs of allowable content, which is religious music or foreign language material. Most prisoners are aware of the prison rules about music.

5.8.6 Parcels delivered by courier are sometimes reported as 'missing' because the delivery drivers may not wait for checks at the gate and a parcel is not delivered. All parcels are now routinely tested for illicit substances in accordance with guidelines laid down by HMPPS, and then sent to reception, usually within 48 hours.

5.8.7 The prison, in the main, gives due consideration to property, and recognises its importance to the prisoners. Compensation was paid to prisoners on 25 occasions for property lost or damaged at the prison, up from 18 occasions last year.



## 6. Health and wellbeing

### 6.1 Healthcare general

6.1.1 The healthcare unit has seven cells and a ward area suitable for four men. It is staffed by prison custody officers (PCOs), with daily visits from managers and the chaplaincy, and weekly monitoring visits by the Board (conducted by phone during the Covid-19 Stage 4 periods). Healthcare supports the Separation and Care Unit and the Healthcare Unit with daily visits, and nurses normally attend all ACCT and segregation reviews. New ways of working such as a 'one stop shop' for secondary screening of new residents have saved nurses' and residents' time.

During this reporting period there were outbreaks of Covid-19 in the prison, as follows:

- February 2021 to April 2021
- August 21 to 1st week of October 2021
- End of October 2021 to November 2021
- January 2022 to March 2022

6.1.2 Many prisoners report that they are dissatisfied with healthcare services in the prison. These perceptions seem to be based on:

- the time taken to obtain a GP or nurse appointment in the prison; or
- misunderstandings relating to changes in NHS prescribing practices, as in '*my GP always prescribed drug X, which the prison GP refuses to give me*'; or
- comparisons with their past experiences of healthcare in the community (which may not reflect the reality of the services now provided).

6.1.3 There were 94 health applications to the Board compared with 62 last year, although as a percentage of all applications this was 19.4%, down from 23% in 2020-21.

6.1.4 Over the year formal complaints to the healthcare department averaged 22 per month, which is 11% down on the previous year. This year 42% of healthcare complaints were related to medication in some way, and 33% were related to treatment received. The healthcare department answered 100% of complaints within the required timeframe.

### 6.2 Physical healthcare

6.2.1 The prison has retained the new procedures governing access to clinicians so that all requests for appointments (GP and nurses) are subject to triage by nurses who make use of the in-cell telephones to action simple requests (e.g. repeat medication) and to find out more information about the specific needs of each prisoner. The improvement noted last year in reduced cancellations and did-not-attend statistics has largely been maintained.

6.2.2 The prison has consistently offered Covid vaccinations to all those who are eligible. Obviously, the population is subject to turnover all the time, however the

most recent data shows that only 147 of 824 prisoners (17.8%) have refused to take up the vaccinations offered.

6.2.3 Following the steps taken last year to rationalise arrangements for the supply of medication, over the course of the year approximately 45% of the prison population was provided with some in-possession medication.

6.2.4 Dental services were restored in 2021, and the number of dentist appointments provided during the year now equates to approximately one appointment per prisoner per year.

6.2.5 Building works were completed in the male healthcare unit to widen doors to provide wheelchair access to the showers to cater for a prisoner with morbid obesity. For reasons outside the control of the prison, he has not yet been able to take advantage of this facility.

6.2.6 Overall there has been an increase of 6.9% in GP and nurse booked appointments in the year compared against 2020-21. The latest statistics do show that the improvement in numbers of appointments cancelled and DNAs has largely been maintained. However, for the nurse clinics DNAs did increase from 983 to 1,382 which may in part be due to pressure on PCO staffing levels affecting the availability of staff for escort duties.

### Healthcare activities 2021-22

Totals for the year 2021-2022	Booked Appointments	Cancelled Appointments	DNA	% DNA Rate
GP Clinic	6085	459	194	3%
Nurse Clinic	9173	898	1382	15%
Dentist	850	86	115	14%
Podiatrist	103	10	22	21%
Optician	312	81	35	11%

### 6.3 Mental health

6.3.1 The mental health team operates across both prisons. Since April 2021, the healthcare pathway has been delivered by two different providers. Primary mental healthcare is delivered by Cambridgeshire & Peterborough Foundation Trust (CPFT). Secondary mental healthcare is delivered by Northamptonshire Healthcare Foundation Trust. While wellbeing checks were conducted for residents identified as vulnerable, there was an increase in referrals to mental health services, some on wellbeing grounds.

6.3.2 Initially, the split between in-service delivery caused some misunderstandings. Before April 2021, a duty Worker was available seven days a week. Since then, mental health staff have not been routinely present at weekends; instead, weekend cover is provided by the GP, with telephone support from the mental health teams. Unsurprisingly, prison staff, familiar with the old work pattern, saw this as a failing in

the new contract. However, people have now become used to the new arrangement and there are no obvious flaws in service provision. In a similar vein, the primary mental health team (PMHT) and the secondary mental health team (SMHT) used to be co-located. However, the new providers expressed concern that this arrangement led to clinicians having to discuss or display medical in confidence details in an open office environment where prison staff were present. This was seen as unacceptable. Therefore, the two teams are now in separate locations, both of which offer the required degree of privacy. The Sodexo head of healthcare has no concerns over the new arrangement, which occurred because of a lack of space suitable for the teams to be combined.

6.3.3 The PMHT accepts referrals from all staff in the prison but not direct from prisoners. All referrals are triaged within one working day of receipt. Prisoners who receive a referral will subsequently be sent an outcome letter. Those referred for assessment are usually seen within five working days. Urgent assessments can be seen by the duty worker (DW) on the same day (Monday to Friday) with 100% being seen within 48 hours. The DW carries a two-way radio, attends ACCT/rule 45 reviews, and completes SCU rounds. The DW will also visit any primary mental healthcare prisoners located in the HCUs.

6.3.4 The PMHT functioned as near normal as possible while Covid influenced all services within the prison. Where it was not possible to access a face-to-face meeting, an initial telephone assessment took place. This proved difficult if a prisoner was not in a single cell, because of medical in confidence issues. Where concerns about individuals arose, particularly risk to self, the team worked with prison staff to access prisoners on wings wearing PPE.

6.3.5 Over the year, the PMHT received and triaged 1,096 male referrals. Of these, 638 were accepted and assessed. The caseload at the end of the year was 65 prisoners. Referrals that were not assessed were signposted to relevant services. Common themes for referrals were:

- wanting medication they had had in the community
- to see PMHT as they wanted medication
- first time in prison
- substance misuse issues
- anxiety and depression
- early trauma

Many referrals were sent because of historical issues and not current presentation. This increased the workload on the PMHT.

6.3.6 The SMHT receives referrals via the PMHT or directly from community mental health services. The service is provided Monday to Friday 9am to 5pm with provision for an on call service for advice and guidance. All secondary mental health patient contact is provided in a 1:1 setting as none of the patients are suitable for group work. The requirement is for the team to receive, triage and assess referrals within five working days. Over the year, there have been times when this has been a challenge because of staffing levels. However, the response time became more consistent as posts were filled. Recruitment to clinical posts within the prison has

been difficult, in common with all of healthcare and the NHS. Recruitment is significantly slowed by the lengthy security check process which can add up to six months to a start date. Staffing levels are currently adequate. Over the reporting period, a number of patients required a bed in a mental health hospital. The shortage of these beds put additional pressure on SMHT staff, who had to deal with prisoners who were becoming more unwell.

6.3.7 Primary and secondary mental health teams have access to one male clinic room which limits capacity to complete assessments and interventions. Where possible, the practitioners will try to see prisoners on the wings, but space is at a premium and therapy sessions often get interrupted by operational staff. There are no group rooms allocated to the services, making it difficult to run regular group sessions.

## **6.4 Social care**

6.4.1 Residents may self-refer for assessment by using the kiosk facility or be referred by staff or healthcare. Social care assessment is conducted by staff from Peterborough City Council and progress and delivery of services are monitored through the monthly clinical governance meeting. The Board's wing inspections during the year indicated that in general staff were aware when residents had personal emergency evacuation plans (PEEPs).

6.4.2 End-of-life care is compassionately managed, particularly for those denied executive release.

## **6.5 Exercise, regime**

6.5.1 Time out of cell has been severely affected by the pandemic, and for part of the year has been no more than 90 minutes per day. During Stage 3 regime periods the regime was restructured to allow as many prisoners as possible to access a half day of purposeful activity.

6.5.2 Throughout the reporting period, Covid-19 protection arrangements have involved some restrictions on the regime provided for prisoners. Initially, individuals were unlocked each day in 'bubble groups' for two periods, typically 20 minutes for shower and kiosk and 30 minutes for exercise outside. During the Stage 3 regime exercise groups were extended to 20 residents at a time for 45 minutes exercise outside.

6.5.3 The gym was closed for part of the year due to Covid-19 restrictions but by the end of the year it was fully re-opened.

## **6.6 Drug and alcohol rehabilitation**

6.6.1 The prison continued to operate two reception wings, one being specifically for detoxing residents. ISMS Services are now provided under contract by Northamptonshire Healthcare Foundation Trust.

## **7. Progression and resettlement**

### **7.1 Education, library**

7.1.1 Education staff remained on site, with some exceptions for shielding, and have been able to continue some education provision. From April 2021 socially distanced classroom teaching was introduced, with smaller class sizes. Later in the reporting year, when the prison was deemed an outbreak site, this was stopped and teaching reverted to lesson packs and some limited teaching on the wings. Classrooms finally reopened in mid-February 2022. Four courses continued to be delivered on Wayout TV throughout the year.

7.1.2 Over 40,000 in-cell activity packs have been delivered to wings. Observation and quality assessment of tutors continued while they were teaching on the wings. A total of 1,982 qualifications were obtained in all subjects. The success rate in English and maths was 98.1% and the overall success rate was 94.4%.

7.1.3 Remote learning continued through the reporting year.

7.1.4 A highlight of the year has been the successful appointment of a SENCo and allocation of a special educational needs (SEN) tutor. This has had significant impact; firstly by raising staff and manager awareness, and second, defining and delivering appropriate interventions. In this reporting year analysis suggests that 62% of prisoners have additional educational needs. Prisoners may be referred for assessment by any member of staff and may also self-refer. The appointment has also highlighted the need for additional educational equipment such as smart pens for dyslexic prisoners and virtual reality headsets. All classrooms are now fitted with SEN equipment. The prison plans to recruit additional resources which will enable the introduction of assessment as part of induction, and enable more prisoners to be reached.

7.1.5 The prison has encouraged book reading through a 'blind book' scheme whereby books are anonymised with brown paper covers and prisoners are encouraged to take them 'on spec'. This has proved quite successful. The Shannon Trust scheme has been able to continue throughout, and now also covers peer to peer mathematics coaching.

7.1.6 There is still a lack of maths and other tutors although the prison is trying hard to recruit them. There are currently three learning support assistant (LSA) peer workers, with plans to train more.

### **7.2 Vocational training, work**

7.2.1 The range of vocational training opportunities offered during lockdown has again been greatly reduced and generally only available when the prison was at Stage 3 of Covid regime. The recycling workshop remained open throughout the year and also began the processing work for LMB Textiles on a small scale. The carpentry workshop began with a limited cohort for the vulnerable prisoners and the second workshop opened later in the year. Both workshops made the transition from Northern Council for Further Education (NCFE) to City and Guilds. The call centre

opened later in the year once restrictions had been lifted. The kitchens and laundry have continued to operate with social distancing as appropriate. Orange/red bands remained in place and worked throughout the year conducting essential cleaning and maintenance. The Vita Nova 2 café opened for some of the year providing lunches to the call centre workers.

7.2.2 Forklift truck training has not been offered during the year. Industries staff are planning for garden work to be offered with a City and Guilds qualification, and are working with the Clink to devise a programme for the kitchen and /or Vita Nova 2. At the end of the reporting year the prison was short of one catering tutor.

7.2.3 ROTL opportunities have ceased altogether during the pandemic and will resume when the prison gains Stage 2 status; however liaison with the outside contacts who provide opportunities has been maintained. There has been no employment ROTL during the year.

### **7.3 Offender management, progression**

7.3.1 All new sentenced prisoners serving more than one year are allocated an offender supervisor and seen shortly after arrival to begin sentence planning. Even in pandemic conditions all new prisoners were contacted via the cell phones by the OMU staff to facilitate this essential element.

7.3.2 During the reporting year the preparation of OASys assessments was affected as staff were unable to meet prisoners in person. A total of 114 was completed, in line with the target.

7.3.3 The OMiC (offender management in custody) scheme is still functioning, and key workers are allocated to prisoners on the wing where they work. Progression has been difficult due to staff absences and Covid disruption affecting continuity for a large part of the year. This situation has improved in 2022 as the prison adopts Stage 2 and staff absences fall.

7.3.4 Home detention curfew (HDC) continued to be assessed and granted. There were 139 requests granted during the year. ROTL did not resume apart from one instance. Parole hearings continued to be held remotely and 35 were completed during the year. The Board notes that applications about sentence-related issues (HDC, ROTL, recategorisation, transfers) returned to the long-term trend, having halved last year.

7.3.5 At the end of the reporting year there were 15 men serving indeterminate sentences for public protection, and 15 men serving life sentences.

7.3.6 The three peer-led interventions, 'Road to Success', 'What are the odds' and 'True you', have been running again since October 2021 and have recently been redeveloped. A 'Man up' programme was recently delivered by an external agency, specifically aimed at empowering young men, which was well received.

## **7.4 Family contact**

7.4.1 For most of this reporting period, pandemic restrictions required that family contact was severely reduced. Social visits and family interaction were suspended in line with HMPPS guidelines, and on reinstatement were limited to one hour. Physical contact was often also limited as children had to remain seated. As a result of these restrictions some prisoners became reluctant to engage in social visits. There were no family day events. Social video calls (delivered by Purple Visits) remained popular throughout.

7.4.2 The children's play area in the visits hall has been refurbished and new play equipment provided.

7.4.3 Throughout the year access to telephone services was uninterrupted. Additional phone credit was made available to prisoners to enable family contact and ease anxiety for those with insufficient funds. This was withdrawn by HMPPS at the end of the reporting period. Mail delivery has been disrupted externally from time to time owing to staff shortages at Royal Mail. Distribution of mail within the prison has not been reliable and this has led to an increase in applications to the Board.

7.4.4 The family matters team has continued to see all new arrivals throughout the year, and any new arrivals under 25 who were in care prior to custody. The team works with responsible authorities to identify a personal care adviser for each care leaver, enabling re-engagement and providing signposting.

## **7.5 Resettlement planning**

7.5.1 In July 2021 responsibility transferred back to HMPPS from the community rehabilitation companies (CRCs). This has inevitably caused some teething problems. The probation resettlement team was present from August 2021 but conducting appointments by telephone, which reduced overall effectiveness and slowed down the process. Most of the partner agencies were not present at the prison for much of the reporting period. Since the beginning of 2022 it has been possible for prisoners to meet resettlement staff in person in the Link, the area where resettlement services are provided by prison and agency staff assisted by Connexions peer workers. The number of probation staff is to be reduced, and the team manager has already indicated that they will be focussing only on core tasks from April 2022, so some services, such as supporting finance benefit and debt, will cease. The prison may however hire additional staff to take this on. The Board will monitor this development during the year. Partner agencies have over the last six months made a welcome return to the prison.

7.5.2 Initial receptions all have pre-custody screening assessments to identify requirements, and the prison pre-release interview process starts at 12 weeks prior to release for all medium and low risk prisoners. Those prisoners identified as having a higher risk are the responsibility of the external community offender manager (COM) and for these individuals, the process should start at 15 weeks prior to release.

7.5.3 There are six Connections workers who provide support in the Link and on the wings, including completion of exit surveys, and it is planned to train more this year.

7.5.4 Trauma support relating to, for example, trafficking, sexual abuse, sex work and domestic violence is provided by both peer workers and staff. A safeguarding plan is put in place by the prison prior to release and the relevant partner agencies informed. The end of year caseload was 35, with 33 more waiting for assignment by the trauma co-ordinator. There is a weekly group meeting and, with restrictions lifting, attendance is now improving.

7.5.5 'Most in need' assessments were completed with all prisoners who had been in custody 15 times or more (14 men at the end of the reporting period). The most in need in-house programme was not delivered this year.

7.5.6 Partner agencies continued to provide support, including on accommodation, bank accounts and personal IDs.

7.5.7 Total recalls for the last quarter of the year (January to March 2022) were 141.

7.5.8 The prison continues to work well with specialist providers, probation, the local authorities and regional accommodation third party agencies. Finding sufficient accommodation on release is still very challenging and there are variances in local data against that logged by probation. Over the 11 months from May 2021 to March 2022 there were 1,065 releases, with 778, or 73.8%, having secured accommodation against a target of 66%. Although the annual target was achieved, two months fell below requirements.

7.5.9 Community probation practitioners (CPP) in the East of England have the additional option of referring men to the Community Accommodation Service Tier 3 (CAS3) scheme, which can provide furnished accommodation, either single occupancy or shared, for up to 84 nights. This affords an opportunity for prisoners to continue working with professionals to secure suitable final accommodation outcomes and has been very successful.

7.5.10 The prison rehabilitation staff support homeless prisoners who have been remanded into custody to apply for bail if appropriate, working with NACRO to secure suitable accommodation. From October 2021 to the end of the period there were eight applications of which two have so far been successful.



## The work of the IMB

Members were able to attend the prison throughout the reporting year.

One new member joined in June 2021 and three more in late 2021. At the end of 2021 three members left (two to join the Board at the new HMP Five Wells) and three took sabbatical with one more taking sabbatical from April 2022.

### Board statistics

Recommended complement of Board members	18
Number of Board members at the start of the reporting period	13
Number of Board members at the end of the reporting period	14
Total number of visits to the establishment	454*
Total number of segregation reviews attended	n/a

\* Covers visits to both the men's and women's prisons

## Applications to the IMB

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	13	23
B	Discipline, including adjudications, incentives schemes, sanctions	1	11
C	Equality	7	8
D	Purposeful activity, including education, work, training, library, regime, time out of cell	8	25
E1	Letters, visits, telephones, public protection restrictions	10	45
E2	Finance, including pay, private monies, spends	10	29
F	Food and kitchens	6	10
G	Health, including physical, mental, social care	62	94
H1	Property within this establishment	50	63
H2	Property during transfer or in another establishment or location	12	22
H3	Canteen, facility list, catalogue(s)	2	5
I	Sentence management, including HDC, release on temporary licence, parole, release dates, recategorisation	29	48
J	Staff/prisoner concerns, including bullying	54	79
K	Transfers	4	18
L	Miscellaneous, including complaints system	2	4
	Total number of applications	<b>270</b>	<b>484</b>

The data includes applications taken by telephone on the 0800 line.



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