



# **Annual Report of the Independent Monitoring Board at HMP Humber**

**For reporting year  
1 January 2022 – 31 December 2022**

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# Contents

<b>Introductory sections 1 – 3</b>	<b>Page</b>
1. Statutory role of the IMB	3
2. Description of the establishment	4
3. Executive summary	6

## **Evidence sections 4 – 7**

4. Safety	12
5. Fair and humane treatment	18
6. Health and wellbeing	24
7. Progression and resettlement	28

## **The work of the IMB**

Board statistics	36
Applications to the IMB	37

## **Appendix 1**

Minister's Response dated 16 July 2022 to IMB annual report 2021, including HMPPS comments on matters raised in the report – see separate document.

All IMB annual reports are published on [www.imb.org.uk](http://www.imb.org.uk)

## Introductory sections 1 – 3

### 1. Statutory role of the IMB

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

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

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

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

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

## **2. Description of the establishment**

HMP Humber is a large category C resettlement prison in East Yorkshire, holding up to 1,082 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 (HMPPS), 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. In September 2022, HMP Humber became the only 100% category C resettlement prison in Yorkshire.

The site consists of 14 residential wings, of which one is the Hope unit (Hope Offering Progressive Environments) 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, and more recently an employment hub has been formed.

Due to increased population pressures across the overall prison estate, there are plans for two new secure house blocks, with a completion date of 2025. As a result of continuing ongoing works around the prison, in 2021 the operational capacity was reduced to 986, permitting a complete wing to be decanted, allowing work to take place in a safe manner. Again, with population pressures, capacity was increased at the end of 2022 to 1,019, still permitting one wing to be decanted for works to continue.

At the end of the reporting year of 2022, the prison held 1,000 adult male prisoners, 40 more than at the end of 2021.

## **Key providers**

Primary healthcare (including substance misuse and pharmacy):  
Spectrum Community Health Community Interest Company (CIC)

Mental healthcare: Tees, Esk and Wear Valleys NHS Foundation Trust

Substance misuse: Change Grow Live (CGL)

Note: CHCP withdrew its contract with HMP Humber in August 2022, at the end of a 12 months' notice period. At the beginning of 2022, at the request of the outgoing healthcare provider, NHSE appointed Spectrum Community Health CIC as a support provider to work alongside City Healthcare Partnerships CIC as they exited their formal contract. The organisation was formally appointed as lead provider of primary care in August 2022.

Education: Novus

Escort contractor: GEOAmey

### **3. Executive summary**

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

This report presents the findings of the IMB at HMP Humber for the period 1 January 2022 to 31 December 2022. 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, following the Covid-19 pandemic, the prison operated under various iterations of recovery – going from it being an outbreak site in January to the easing of all restrictions in May. Where Covid cases did increase, these were managed on a local basis.

For the first four months of 2022, some Board members made visits to the prison in person, when they felt it was safe to do so, but otherwise undertook monitoring duties remotely. From May until December, eight of the nine members (recommended complement of 16) of the Board visited the prison in person.

Throughout this reporting period, as previously stated, the prison transitioned through various stages of recovery, from prisoners being locked up for the majority of each day in a near lockdown situation to normal circumstances of prisoners attending their place of education and 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 (SMT) and commends them on their progress planning and continued management of the, at times, very restricted systems of working in order 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 a safe place for prisoners and extremely well managed throughout, within the constraints of the pandemic. The Governor and 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 – and at the same time trying to attain a high level of purposeful activity for prisoners.

There has been an overall reduction in self-harm, prisoner-on-prisoner violence and prisoner-on-staff violence. Use of force has been of a similar level to the previous two years and much less than before the pandemic. This reduction in overall violence levels has led to the improvement in the relative position of HMP Humber when compared to its comparator group. This is something the SMT worked hard to achieve.

There has been very little intelligence of illicit drug supply into the prison, which in

turn makes the environment safer.

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

Under a normal progressive regime, it is the opinion of the Board that prisoners are treated fairly and humanely within HMP Humber.

During the periods of restrictions and the various regime stages, good relationships between staff and prisoners, and the open two-way communications, helped prisoners' sense of personal safety and their overall trust in staff. Staffing issues, however, in relation to the number of vacancies, training of new staff and sickness levels, have themselves proved to be a huge issue at times, particularly in offering key worker sessions in addition to managing a safe regime.

As restrictions eased throughout the year and population pressures increased over the entire prison estate, the adding of bunk beds to some cells resulted in those cells being deemed 'crowded' when occupied by two men, which is an issue that the Board does have serious concerns about.

Excellent work has taken place with regard to managing property within the prison, however the loss and/or mismanagement of property arriving at the prison with new prisoners (i.e., in between prisons) is still proving to be an issue.

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

The links between the healthcare team, managers and prison staff appear to have improved over the year as a result of the change of provider. A great deal of work has been and continues to be carried out to reduce the level of unnecessary prescription drugs being issued to prisoners.

It is the opinion of the Board that the prison has been extremely well managed within the constraints of progressing the new regime. All possible consideration has been given to the wellbeing of prisoners and increasing their levels of purposeful activity, e.g., work, education, gym etc., as much as practicable.

It became apparent to the Board that on occasions very poorly prisoners have stayed within the segregation unit in order to keep them in a place of safety whilst a more appropriate establishment could be found for them.

## **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 (see section 7.5).

The reunification of the community rehabilitation company (CRC) and the Probation Service has created specific issues for the organisation of post-release prisoner accommodation.

Communication between the CRC team and those working in the prison is inevitably more complex than when everyone worked together within the prison. This can create problems, for example in finding accommodation for prisoners about to be released.

All referrals for prisoner support now have to go through a community offender manager (COM); previously, services like Shelter could be approached directly. This presents a significant barrier to effective support for prisoners preparing for release.

As a Board, we are concerned that the prison seems to be unable to monitor whether released prisoners have been successfully accommodated.

As restrictions continued for the first part of the year, it must be noted that, over this long period of time, minimal positive interactions could not take the place of progression, rehabilitation, education and purposeful activity. The move to allocating part-time work rather than full-time work in order to facilitate more men in purposeful activity is certainly fair and productive, but the Board is concerned that the restrictions placed upon the prison by the service means that increased levels of activity as at pre-Covid will never be attained.

There continues to be a positive attitude towards supporting prisoners in maintaining good relationships with their family and friends by means of social visits and the option of social video calls for those who cannot visit; however, this has proved to be very problematic at times and will be discussed later in the report.

## **3.3 Main areas for development**

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

As a Board, we had great concerns about the Prison Service losing experienced operational staff to similar uniformed government organisations and were pleased to see a pay award during the course of the year, which appears to have been well received. We are, however, concerned at the slow rate of recruitment and the consequences of this over the course of the year.

The appointment of a resource to open bank accounts for prisoners and help them with employment identification has been very successful. However, we are concerned that the remainder of the pre-release model described in the response to our report for 2021 from the Minister, dated 16 July 2022, is not being adequately resourced. For instance, where previously there were approximately six full time equivalent probation officers working in the prison, now there are two people who come in one day each week. This invariably creates a bottleneck in the system.

The transfer of the majority of probation practitioners out of the prison has made



collaboration with those working inside the prison more difficult, reducing the efficiency of the combined resource.

The pre-release service model is aimed at prisoners in their final 12 weeks before release. There are many prisoners who arrive at HMP Humber with less than 12 weeks to serve on their sentence. We suggest that a properly resourced process should be put in place to help prisoners due for release in less than 12 weeks.

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

The Board was disappointed with the response from HM Prison and Probation Service (Annex to the Minister's letter dated 16 July 2022) to the comments raised in our report for 2021. HMPPS addressed three areas of concern raised by the Board:

### **Increase capacity:**

HMPPS quoted a reduction in crowding at a national level from 22.5% to 20.2% as if the latter number is acceptable. Further, instead of reducing crowding at HMP Humber, HMPPS required the prison to increase the number of available shared cells by 20. Although these new double cells 'won't go live until there is a national direction to do so', the direction of travel is clearly towards increasing crowding. Our report stated: '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'.

### **Prisoners' property:**

HMPPS has trialled the prisoners' property policy framework for many years, and advised us that it would finally be rolled out in summer 2022. Levels of property losses between prisons continue to be unacceptable. It causes stress to the individuals affected and also significant additional work for the prison staff, together with unnecessary costs to the taxpayer.

Vague promises of digital changes in the long term are not helping with an immediate and longstanding daily problem. It appears to the Board that a significant cause of these losses is the result of poor contract strategy, which places insufficient onus on the transport provider, and ineffective enforcement of performance standards.

A significant reduction in property losses within HMP Humber has resulted from the focused attention of a named manager in the SMT. This approach – making a senior manager the owner of the issue – has also proved successful in other prisons. We would suggest that a similar approach within HMPPS might deliver benefits at a national level.

### **Category D spaces:**

It is difficult for the Board to understand why the loss of 300 category D spaces (due to their no longer complying with fire safety standards) came as a surprise to HMPPS, and that so little has been done over the last few years to increase capacity. Promising more places by the mid-2020s is no comfort to the many prisoners who have already been waiting for months. This situation is very demoralising and demotivating for prisoners who have worked hard to gain their category D status.

Finally, the Board would urge HMPPS to review and improve its contract strategy for outsourcing. Poorly negotiated or badly enforced contracts lead to a culture in which poor performance by third parties becomes acceptable. This leads to unfair outcomes for prisoners. Some examples:

- For many years the kitchens have been subject to unacceptable extended breakdown of equipment (over a year for some critical equipment) (5.1);
- During periods of food shortages, the prison has been prevented from sourcing food supplies from alternative suppliers, even when the single-source provider cannot supply basics, like eggs and chips (5.1);
- The Prison Video service has been plagued for months with teething problems which should have been dealt with within the first few days. (7.4)
- The losses of prisoners' property between prisons (see above).

It should also be noted that HMP Humber does appear to be seeing an improvement of healthcare services since the change to a new provider.

### **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 pandemic, maintaining the stability of HMP Humber and everyone who works and resides there. The overall stability of the prison has been maintained because of good relationships between prisoners and staff, a great deal of whom are new and inexperienced, which demonstrates strong leadership.

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

- Key workers: whilst we appreciate that the effectiveness of the key worker process has been severely compromised due to the restrictions and subsequent staff shortages, due to vacancies and general staff shortages, we would urge the Governor to maintain as a high priority the re-establishment of this excellent initiative.
- Complaints: the complaints process has improved, been streamlined and prisoners educated in relation to the process, but does require continued work in relation to the quality of responses.

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**

As a Board, we wish to mention the following positive occurrences:

- the new healthcare provider appears to be making good headway;
- excellent work with the provision of the new employment hub;
- excellent work in relation to property losses – still progress to be made in property transferred between establishments;
- work of safer custody in maintaining safety levels as the prison came out of the restrictions imposed during the pandemic.

Unfortunately, although Purple Visits were an excellent way to maintain communication links with family and friends during the pandemic, the replacement service called Prison Video has taken a backward step and work needs to be done

urgently to rectify this situation.

## Evidence sections 4 – 7

### 4. Safety

The prison's annual data overview indicates that between the 12-month periods January to December 2021 and January to December 2022 there were reductions in the following aspects of safety:

- self-harm: 344 to 274
- prisoner-on-prisoner violence: 104 to 71.

Instances of violence have provided no significant or clear pattern.

#### 4.1 Reception and induction

There were 1,848 new receptions during the reporting year, with the majority (1,000) arriving from HMP Hull.

Staff ensured that the reception process was well managed and carried out as safely and efficiently as possible. During the early part of the year, new arrivals were monitored for Covid-19 symptoms on their arrival and had a lateral flow test during the reception process. Progressing through the reporting year, the level of Covid monitoring was reduced with there being no requirement to socially distance as of May 2022.

The primary healthcare team sees new arrivals, identifying any vulnerabilities and risks as prisoners enter the establishment, and arranging any necessary onward referrals. This is followed by a full health check assessment within 72 hours of arrival.

All new arrivals have access to a Listener (a peer mentor, trained by the Samaritans to provide confidential emotional support) upon arrival and all prisoners have access to Samaritans, if not face-to-face then via in-cell telephony directly on the Samaritans line.

The body scanner in reception continues to reduce the need for physical contact between staff and prisoners and has at the same time proved 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 send their excess property out of the establishment via visits or utilise the postal services.

Within approximately two hours of arrival, new prisoners are taken to the induction wing. The first night is well managed, with the new arrivals staying in this location for the first 10 days before being moved on to a residential wing.

The full and formal induction programme continued to be suspended at the beginning of the year with a limited induction being provided by staff. The full and formal process was reinstated, as restrictions permitted. During the prisoners' stay on the induction

wing various presentations, including introduction to the IMB and surgeries, take place e.g. equalities, chaplaincy, substance misuse and gym. 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, considering the operational staffing issues, during the restrictions and subsequent staff vacancies and sickness levels.

Educational assessment documentation in the form of a booklet was put under prisoners' cell doors for completion and return at the beginning of the year, with formal assessments resuming when restrictions permitted.

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

During 2022, the pandemic restrictions still had an impact on safer custody at HMP Humber, until May when Prison Service restrictions were lifted. It was clearly challenging for prisoners to be in their cells for long periods, but many prisoners and staff said that they felt safer and happier in a more controlled environment. This was supported by the data analysis by the safer custody team which demonstrated a significant decrease in self-harm compared to before the pandemic. There has not been a significant reversal of this trend since restrictions were lifted in May. The SMT prioritised making HMP Humber a safer prison and has worked hard to get the basics right.

Consequently, the year-on-year downward trend for self-harm incidents from 2019 to 2021 continued in 2022; there were 274 cases in the reporting year, compared with 344 in 2021 (544 in 2020 and 797 in 2019). The number of incidents rose in the first quarter of the year and then settled with between 20 and 27 a month for the remaining part of 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.

The number of opened assessment, care in custody and teamwork (ACCT) documents has been steady on average over the year. The numbers per month in the reporting period fluctuated between 20 and 37, but with a total for the year of 358, similar to the 370 of 2021, and a great deal less than the 541 of 2020 and 569 in 2019.

The number of ACCTs being opened each month largely follows the number of self-harming men and shares a similar trend line. The majority of ACCTs were opened as a result of self-injury or a statement of intent to self-injure. There was a brief upward trend in September, which in the remaining three months of the year has become steadier, and the trend line has levelled out.

In terms of self-harm, HMP Humber is currently delivering within the best 50% of prisons within its functional performance group, has the fourth lowest rate of self-harm in its comparator group of nine prisons, and the eighth lowest rate within the category C training/resettlement group of 26 prisons.

There is a high level of quality assurance carried out by the safer custody team, and the documentation, focusing to a greater extent on risks, triggers and preventative factors, clearly continues to be successful.

There were three deaths in custody during the reporting period. The first was Covid-related and the remaining two were the result of apparently self-inflicted injuries. The

Prisons and Probation Ombudsman (PPO) report on the first death in custody in the year 2022 was satisfied that the prisoner had received appropriate care from the healthcare team. However, there was an issue with the provision of some of the security documentation necessary for a complete investigation, and recommendations were made to ensure the retention and safe storage of relevant documents. As a result, appropriate systems have now been put in place.

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. In the absence of meetings, Andy's Man Club YouTube videos were streamed to prisoners via the prison's in-cell education/entertainment television (ICE TV) channel.

The Samaritan-trained Listener service has inevitably been disrupted by the pandemic. At year-end, there were only 12 Listeners in the prison as restrictions made it difficult to recruit new Listeners, but a further 12 will be trained early in 2023. However, all prisoners have access to free telephone calls to the Samaritans through 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 38 incidents of prisoner-on-staff violence in the reporting period, compared with 37 in 2021 and 46 in 2020. Of these incidents, 15 occurred during October and November, which created an overall upward trend for instances of violence against staff over the longer 12-month period. However, there was not a significant increase in prisoner-on-staff incidents compared to last year. Incidents of protesting behaviour remained reasonably steady as the year progressed.

There were 71 incidents of prisoner-on-prisoner violence recorded, compared with 104 in 2021 and 108 in 2020. There has been a downward trend of instances of violence against prisoners over the year; however, incident numbers remain very 'spiky', fluctuating month on month, e.g., there were only two incidents in January but 12 in March.

There has been no significant or clear pattern reported in the reasons for violent incidents. Many prisoners are not always forthcoming and will often not engage in discussion about the reasons behind the argument, either at the time or during an investigation.

The number of challenge, support and intervention plans (CSIPs) opened has been steady, on average about 40 a month, which is a slight increase on the last two years of about 30 per month. Over 50% of the plans were opened to support prisoners, but in general, all acts of violence are followed up with a CSIP referral for both the perpetrator and victim. These plans enable prisoners to be managed via regular multidisciplinary reviews, including contributions from the prison offender manager (POM), involving knowledge of sentence planning and offence parallel behaviour. Workbooks for violence, debt and cognitive skills are used to help reduce violence.

There were no long-term self-isolators in 2022, although throughout the year some 30 men opted to self-isolate for a brief period. All self-isolators have been managed through a CSIP.

The head of safer custody has led on the development and circulation of the annual safety survey. In the survey, 84% of prisoners said they felt safe in HMP Humber and approximately half of those surveyed reported less violence in this establishment than others. Nevertheless, 43% of prisoners felt that debt was an issue at HMP Humber with 27% attributing violence to debt. The safer custody team also encourages those who are due to be released to complete exit questionnaires, which are scrutinised by the safer custody analyst with the results contributing to the theme of the monthly safer prisons key message alerts.

In terms of prisoner-on-prisoner violence comparative statistics, HMP Humber is now delivering within the best 25% of prisons within the whole of its functional group (category C prisons). HMP Humber is ranked as the third best performing prison within its functional performance group of 26 prisons, and has the lowest rate within its comparator group of nine prisons. This clearly evidences the reduction in violence and position against comparators, which the SMT has worked hard to achieve.

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

There were 269 uses of force in the reporting period, compared with 266 in 2021 (263 in 2020 and 458 in 2019). Over the last three years, the number of use of force occurrences has been similar and much less than those in the year prior to the Covid-19 pandemic. Use of force meetings are held monthly in order to analyse the data and actions, therefore enabling prompt responses to any worrying trend.

In 2022, within the functional group comparator of category C training/resettlement prisons, HMP Humber was below the average for the group for the use of planned control and restraint (C & R), and significantly below the group average for unplanned C & R and also use of handcuffs. HMP Humber has one of the lowest use of batons in this comparator group.

There were only two occurrences of the use of PAVA incapacitant spray, both occurring in the October of the reporting period. This was used by the national tactical response group (NTRG) during a planned removal of two prisoners who had barricaded themselves in a cell. This was also the only occasion the NTRG team was utilised during 2022.

HMP Humber has a high proportion of white British men and therefore, in general the use of force occurrences are the highest for this group compared to prisoners of other smaller ethnic groups.

The Board feels that safer custody is a strength in the prison, and this area is well managed.

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

Prisoners who are drug or alcohol users will usually already have been identified and confirmed as such on arrival at HMP Humber, with onward referrals to the drug and alcohol rehabilitation team (DART) made to ensure continuity of care.

In terms of illicit finds within the prison, prescription medication finds are still the largest proportion, similar to 2021. The total illicit finds for 2022 (excluding data for January 2022 which we were unable to obtain) were 169, in the following proportions: drug finds 18% (mainly psychoactive substances (PS), PS paper,

cannabis and Rule 39 (legal mail)); weapons 13%; fermenting liquid 29%; and prescription medication 40% (mainly mirtazapine, pregabalin and gabapentin).

Sources for drugs coming into the prison include bogus Rule 39 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 prisoners' domestic mail and the use of high-tech scanners to detect traces of drugs on any correspondence, in particular Rule 39 correspondence, in addition to the use of the body scanner on new arrivals at the prison. Each firm of solicitors also now has the opportunity to have their own unique reference number (URN) which provides another layer of security. A new airport style increased gate security system was introduced during the first half of the year through which all staff and visitors must enter, and X-ray machines are being introduced to support this system in early 2023.

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 on to the wings to search for drugs. Intelligence-led searches and cell clearances are undertaken regularly. Wing staff tend to find the highest amounts of fermenting liquid in the cells as daily cell checks are undertaken. Specific work on in-possession medication checks and greater supervision of medication hatches, which commenced during 2021 in a concerted attempt to discourage the trading and selling of prescription drugs, continued throughout the year.

A significant number of operations were undertaken by the prison throughout the year, some of these in partnership with other organisations. Examples of some of these are: Operation Wilson, targeting the finding of weapons; Operation Raptor, which involved prison-wide advanced accommodation fabric checks – i.e., cell searches targeting possession of excess medication; and county lines operations targeting organised crime groups. Prison-wide amnesties were also held for drugs and weapons. Specific operations were undertaken to detect two organised crime activities during the year, one involving a prisoner trafficking drugs where two members of the public were also arrested for posting parcels containing drugs into the prison, and one which identified a Rule 39 drug trafficking group from West Yorkshire who were targeting the prison.

Mandatory drug testing (MDT) was carried out in the prison during 2022, however the restrictions of the pandemic and related staff shortages meant that this did not commence until April. 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 444 tests taken during the year, approximately 18% were returned as positive tests. Of the total tests undertaken during the year, approximately 88% were random tests and 12% were suspicion tests.

The main drugs found in the tests continue to include illicit prescription medications (mainly mirtazapine, gabapentin and pregabalin) in addition to other drugs, which were mainly PS, subutex, cannabis and ketamine.

Compact based drug testing undertaken 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. This testing was previously done via urine tests, but is now done by swab testing, which is more effective at identifying recently occurring drugs, prescription drugs etc. This form of testing began in December and so it is



anticipated that the number of positive tests returned will increase over the coming months. Plans are also being considered to expand these projects to another wing within the prison.

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

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

As a result of ongoing and wide-ranging maintenance works to the general alarm, cell and fire alarm upgrades, the overall capacity of the prison was reduced to 986 in 2021, permitting a complete wing to be decanted into another empty wing whilst work is undertaken. This assisted with the challenges of managing large numbers of contractors while ensuring that safe systems of work were in place. At the end of 2022, the operational capacity of HMP Humber was increased to 1,019.

In June, as overall estate population pressures increased, bunk beds were added to some single cells, which as a result were deemed to be crowded when occupied by two men. At the end of the reporting year, 149 single cells were being utilised for this purpose with a further 86 double cells and 630 single cells.

In-cell telephones, introduced just prior to the start of the pandemic in 2020, continued to be of great benefit to prisoners, enabling continued contact with friends, family and prison staff where required. As a Board, we have also had the benefit of being able to contact men directly by telephone.

The prison's ICE TV channel, which became accessible over the entire site in 2021, has continued as an excellent communication vehicle, being a useful way of keeping prisoners informed.

The catering department has maintained food standards throughout the year, despite, at times, considerable issues with staffing, including staff and prisoner worker sickness, and ongoing, sometimes short notice, food supply issues.

As the prison progressed to having fewer restrictions and the ceasing of social distancing in activity areas, more prisoners had access to off wing work, education or workshop activity. As a result, the number of kitchen staff and workers improved throughout the reporting year, with the kitchen achieving full staffing levels of 39 men and the bakery 16 men.

In December 2022, the prison surveyed prisoners in relation to food provided. It concluded that prisoners were on the whole satisfied with the menu; however the root cause of some of the issues raised was in relation to the continued food supplier issues.

A menu review is due to be carried out in 2023 when supplier issues have improved, and ongoing equipment issues have been resolved. New catering pans, e.g. bratt and boiling, were authorised for purchase, which was welcome news as some catering equipment has been out of order for most of 2022.

All kitchen staff are on a rolling training programme with prisoners receiving training to level 1 – induction - and level 2 within eight weeks. Education provider Novus delivers level 2 training on food hygiene standards (including allergies) to all prisoners working within the staff mess, kitchen, bakery and servery.

Pre-planning for Christmas began well in advance of the Christmas period, which ensured a full festive menu was provided and special diets maintained. Ramadan flasks were provided as usual and alternative menus continue to be provided for other religious festivals, including Hindu festivals and Easter.

## 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 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 eight officers in total working in the unit. All those working in the unit are experienced in working with prisoners with complex needs, especially mental health issues. Members of the Board regularly commented on officers' professional attitudes towards prisoners and their ability to build a rapport with them, thereby enabling them to help the individual reintegrate back into the wider prison population. On occasions, prisoners who are at risk to themselves have been observed by members, and Board rota reports have stated that prisoners were treated with understanding, kindness and support by staff.

In particular, throughout the year staff have to deal with extremely difficult situations where the priority is to keep a prisoner in a place of safety whilst a more appropriate establishment can be found. The Board observed staff caring for these men and their compassionate approach, even in unpleasant situations.

The Board is pleased to report that the unit has had low occupancy during the reporting year, which has been an indication of the stability of the prison, reflecting the good order of the establishment.

Over the year, eight prisoners stayed on the unit for more than 42 days.

During the reporting year, there were 10 uses of force within the unit compared with 15 in 2021, and five incidents of dirty protest (one more than 2021).

The area leading to the outside exercise area has the addition of an urban garden, in planters, with a mural painted on the wall. Overall, the unit has continued to be in good working order.

All prisoners within the unit are subject to a CSIP (4.3) enabling prisoners to be managed via regular multidisciplinary reviews and including an exit strategy for the individual.

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.

Board members have maintained at least weekly visits to the segregation unit as an integral part of a rota visit and made it a priority to speak to each individual prisoner either with the door unlocked or on rare occasions through the cell door observation panel. Almost all of the prisoners spoken to understood the reason why they were located in the unit and felt they were well looked after.

Internal adjudications have continued throughout the year, with a member of the Board attending on occasions. The number of adjudications increased during the reporting year, with 1,660 taking place, compared to 1,415 in 2021 and 1,618 in 2020.

Segregation review boards take place every two weeks, in order to gain greater attendance from all required disciplines. A member of the IMB Board has attended

whenever possible; however, due to the decreasing number of Board members over the course of the reporting year, this has been increasingly difficult. All of those we have attended were conducted professionally and in a fair manner.

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

The continued impact of the pandemic on the relationships between prisoners and staff cannot be overstated. The year overall continued to be challenging, but the early part of the year was especially difficult with an outbreak of Covid-19 within the prison. Until the prison could progress in May this continued to have a huge impact on the limited regime in place, due to operational issues – that is, staff shortages because of sickness and self-isolation.

The turnover of staff continued to be of concern to the Board throughout the year, with pay, reward and a work-life balance still the biggest drivers for leaving. In February 2022, there were 20 vacancies for officers within HMP Humber, and nationally overall applications for the Prison Service were down on previous years. A pay award was announced in July and was subsequently paid in the autumn, which was positive news for the staffing level.

Over the year there were 79 new members of staff and 76 leavers, including non-operational staff. Approximately 16% of staff leaving had completed between two and five years' service, which was a significant reduction from 35% in 2021, and those leaving with less than one year's service reduced from 45% in the months October-December in 2021 to approximately 20% over the year 2022.

The apprenticeship scheme for officers, introduced in 2021, continues to have resource implications for the prison and to create additional pressure for the new staff member, who is already learning a new job. Recruitment does need to be the focus and employing a person of the correct capability needs to be of priority.

Staff-prisoner relationships have continued to be positive and constructive, although restricted at times due to staffing issues. Staff sickness has been a great concern over the reporting year, averaging at 14 officers off work, either sick with Covid or on restricted duties at any one time, which has then had a significant impact on the day-to-day management of the regime.

The formal key worker scheme has not run as intended since March 2020. Early in the pandemic, prisoners had regular contact with staff, but 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, on an open ACCT or CSIP, at risk of self-harm, or causing or being a victim of violent incidents.

The Board is mindful of the fact that staff vacancies and sickness have had a direct impact on the number of key worker sessions delivered throughout the year, as managing a safe regime was of priority; 8,640 sessions were recorded over the reporting year with 5,069 taking place between January and June. Only 1,298 sessions, which was the lowest number, took place between July and September. The average time from a prisoner arriving at the establishment to the allocation of a key worker was seven days, with on average 46 days before a key worker session took place.

The Board is pleased to report that in October 2022 recruitment improved and, as a

result, the prison was able to deliver increased key worker sessions as staff became embedded and their training was completed. In December, 830 key worker sessions were recorded.

#### **5.4 Equality and diversity**

The diversity and inclusion action team continued to meet bimonthly 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 continues to provide independent scrutiny of the discrimination incident reporting forms (DIRFs) 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. Special events have been organised for e.g., Black History Month and for Gypsy, Roma and Traveller prisoners, which were well received.

Meals appropriate to religious and other festivals have continued to be provided as part of the weekly menu choice.

The number of foreign nationals decreased over the reporting year and represented only 2% of the population at the end of December, a decrease from 7% in 2021 and 5% in 2020. The prison enjoys good working relationships with Home Office Immigration Enforcement staff, who visit the prison twice monthly to host clinics so that prisoners receive regular face-to-face updates on their case. 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 prisoners from a wide range of faiths during 2022. Throughout the pandemic, the chaplaincy always enabled prisoners from numerically smaller faith or belief groups to participate in their religious festivals, even in the absence of a chaplain of their faith or belief. Good use has been made of ICE TV over the year in order to reach as many prisoners as possible. However, group services were permitted to continue where possible, but with limited numbers. Prisoners clearly welcomed the return to communal worship when permitted.

The chaplaincy team continued to offer pastoral support to all prisoners during the year and welcomed the fact that HMP Humber is a pilot site for peer bereavement support of prisoners. As such, four prisoners have been trained by Cruse

Bereavement in order to offer support.

The year saw the Muslim population increase, and as a result this has been challenging for the two Muslim chaplains in relation to Friday prayers and the numbers in attendance. They have both carried out Friday prayers at two locations within the prison.

The Prison Fellowship are sponsors of the Sycamore Project, a restorative justice programme run by volunteers, where prisoners meet with victims of crime. During 2022, this accredited course has been successfully run three times at HMP Humber.

The chaplaincy team received a very positive assurance visit to ensure compliance with the Prison Service Instruction (PSI) on faith and pastoral care.

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

## **5.6 Incentives scheme**

The Board is satisfied that the incentives scheme has been applied positively in order to manage behaviour, and considers it is operated fairly and consistently. Over the reporting year, approximately 65% of prisoners were on enhanced level and 34% on standard level, with an average of 18 men being on basic level compared to 12 in 2021.

## **5.7 Complaints**

There have been problems with the complaints process over the reporting year. The Board found that prisoners were on occasions submitting duplicate copies of their complaint to different areas, e.g., assurance, Governor and the IMB, in the hope of speeding up the response process.

Significant work has been carried out over the reporting year to improve and streamline the complaints process whilst at the same time educating prisoners on the process. A large number of complaints received over the year were rejected and not logged, as they were either duplicates, issues, queries or matters which should be resolved by wing staff and/or key workers, rather than 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.

The issues in relation to the process appeared to be somewhat resolved by the end of the reporting year as staff numbers and training increased across the establishment. A total of 1,288 complaints were received in 2022, compared with 1,342 in 2021, which averages 107 per month compared with 112 in 2021 and 145 in 2020. The number of complaints peaked in August, with 164 being received, with the lowest being in November, when only 72 were received.

Assurance checks have continued to be carried out on a monthly basis, to ensure the quality of responses, within stated timescales, by the IMB, head of assurance and the functional manager. The quality of responses did improve by the end of the reporting year, this again being partly due to training of staff as the year progressed.

The three main areas of complaint have been property, canteen and residential.

External complaints appeared to spike over the year, with the lowest number being seven in May and the numbers generally increasing to a peak of 17 in October. This could be due to increased movements from Leeds and Doncaster. 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 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 taxpayer.

Towards the end of 2021, a more proactive approach in addressing property loss within the prison was taken with enthusiastic senior leadership from a member of the SMT. As a Board we are pleased to report excellent work has been carried out in relation to clarification and enforcement of processes, procedures and expectations, and as such we have seen a steady reduction of property complaints since September 2021 and continuing during the 2022 reporting period, especially from August to the year end.

The handling of property on transfer into and within the prison still received the highest levels of complaints during 2022, averaging around 12.5%; however, this is a significant reduction from 20% in 2021. Compensation paid out from April to the end of the year totalled £113.22, which again was a significant reduction on the previous year when it was in excess of £3,000.

The Board believes that the level of property losses for new arrivals at HMP Humber continues to be an issue and has raised concerns around this in its annual report for several years. We would like to acknowledge the excellent work by all staff within the establishment in relation to mitigating property losses, improving communication with other establishments and, where possible, arranging for property to follow prisoners to other establishments.

## **6. Health and wellbeing**

### **6.1 Healthcare general**

At the beginning of 2022, at the request of the outgoing healthcare provider, NHSE appointed Spectrum Community Health CIC as a support provider to work alongside City Healthcare Partnerships CIC as they exited their formal contract. The organisation was formally appointed lead provider of primary care, including substance misuse treatment and pharmacy, on 23 August 2022, working alongside Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV), who supply the mental health provision, and the charity Change Grow Live (CGL) as a recovery partner.

The recruitment and retention of healthcare and nursing staff continues to be a chronic problem. Day-to-day staffing remains a challenge, with agency use remaining high, but there are slow signs of an improvement. Whilst the Board shares the prison's concern at the situation, we must take into account the number of nursing and healthcare vacancies nationally. The Board is content that all reasonable steps are being taken to try to address the situation.

This year has seen the continuing practice of assessing new arrivals in reception. Healthcare staff continue to have a presence during ACCT and segregation review boards.

The existing links between the healthcare team, managers and prison staff appear to have improved over the year as a result of the change of provider, and despite the numerous changes in personnel.

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

The Board was very pleased to see that the acting head of healthcare was determined to clear the substantial backlog of healthcare complaints, submitted under the patient advice and liaison service (PALS) operated under the previous provider, prior to the end of her contract term. This involved a substantial amount of work, including the running of clinics to try to resolve complaints on a face-to-face basis, and a determination that such complaints should be addressed. The Board has raised its concerns about this matter in recent reports and is pleased to note that real progress has been made, and the importance of these documents has finally been recognised.

The current provider now operates a system of formal and informal complaints. At present, the majority of these fall into the category of access to treatment or medication, reflecting the work undertaken to reduce the prescribing of unnecessary tradeable medicines and the introduction of complex medication reviews.

### **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.

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 HMI Prisons survey of 2020, 62% of prisoners said that it was difficult to see a doctor. Improved staffing levels mean that as at 19 December 2022 there was no waiting list for the doctor, a position which reflects very fairly the position in the local community.

The number of clinics operating increased throughout the year and good use has been made of in-cell telephony for triaging, together with the tele-health system, both for clinics and outside consultations.

Clinics are now taking place regularly. At the end of the reporting year the waiting lists for clinics were as follows:

GP	-	0 patients
Long-term condition clinics	–	32 patients
Optician	–	23 patients
Physiotherapist	–	18 patients
Podiatrist	–	5 patients
Dentist (new patient)	-	87 patients
Dentist (follow up)	-	36 patients

From the Board's observations, healthcare provision has improved over the past year, with a total of 12,361 healthcare appointments booked over the year and 2,185 not attending those appointments, 514 of which were for prison-related reasons, such as a conflicting adjudication.

Patient satisfaction questionnaires were made available to all patients attending healthcare towards the end of the year. After an initial limited take up, it is proposed that blank forms will be attached to all appointment slips from January 2023, and the Board looks forward to monitoring these.

The heads of nursing, clinical outcomes and infection control carried out a visit on 2 November 2022 and the report subsequently received was better than expected. Action is being taken to resolve the outstanding issues identified.

It is proposed that complex medication reviews should be commenced in January 2023. The Board will be interested to see how these progress, particularly given Spectrum's intention to continue to develop policy around reducing the prescribing and availability of tradeable medication within the establishment.

Covid-19 and influenza vaccinations have continued throughout the course of the year, mirroring those in the community.

### **6.3 Mental health**

When the running of the mental health team was taken over by TEWV, the previous team manager remained in place through these changes and continues to provide continuity.

The caseload of the mental health team by the end of September 2022 stood at 152, which is a significant reduction from the number detailed in the HMI Prisons report of

November 2020 (300) and the caseload number in December 2021, which stood at 326. However, this will be due in some part to the fact that the criteria for referral to the team changed with the takeover by TEWV. These caseloads, on average 30 per nurse, are still considered to be high. There is also a more proactive move towards closing cases which are currently settled, which can then be re-referred to the service at any point.

The mental health team is now seen as a secondary health care service and deals with cases where there is an identifiable mental health need. Any initial referral is encouraged to be done by the prisoner himself as their consent is needed and they need to be willing to work with mental health professionals. The referral is triaged by a nurse, and any need that is not identifiably mental health, for example general anxiety, will be managed either by the primary mental health care team (Rethink) or referred to other resources if appropriate (for example to the Listener service, chaplaincy, Humber pilots or key worker).

A new service called Rethink has been established under TEWV, which provides primary mental health care support around areas such as anxiety, depression, providing CBT (cognitive behaviour therapy), counselling etc. New staff have been taken on to provide this service, under the management of the mental health lead. There are currently four staff in post, with more staff posts to be filled.

The mental health team consists of a team manager plus five other mental health nurses, a support worker and a higher assistant psychologist. Two case managers (shared with HMP Hull) are also a part of the team; their role is to work with prisoners around release and referral into community services. Psychiatrist visits to the prison amount to the equivalent of one day a week, an increase from half-day per week under the previous system.

As the mental health team is now being provided by a dedicated mental health provider, rather than an urgent care response team, more specialist training is also being provided for mental health staff. It is planned that specific groups will be developed addressing issues such as anxiety management, sleep hygiene, self-regulation etc.

#### **6.4 Social care**

The East Riding of Yorkshire Council prison and MAPPA (multi-agency public protection arrangements) team, which is part of social care joint working, has worked within HMP Humber since 2021. The team comprises a team manager, three social workers and a care coordinator and aims to offer the same level of social care and support to those in prison as in the community. The team is continually promoting the services it offers and readily accepting referrals, but has struggled in relation to continuity with changes with the head of healthcare. The team is normally available within the establishment to conduct Social Care Act assessments and provide recommendations for healthcare packages.

#### **6.5 Exercise, regime**

As the prison moved forward from pandemic restrictions, the physical education (PE) department was able to offer an increased timetable of activities and increase the number of available places. However, as a result of the gym building upgrades, it was not possible to return fully to pre-pandemic levels for some of the year.

The prison achieved an accreditation to offer Duke of Edinburgh's Award courses,

and although initial response has been modest, it is hoped that this will improve in the near future.

Two week long personal achievement development scheme courses were delivered to prisoners during the year. These are military-style courses, which originated at HMP Humber, designed for mental and physical exertion, which are well received by the men. Also reintroduced was the Saturday Parkrun established before the pandemic, offering up to 45 men an opportunity for a 5 km run each week.

The Board was pleased to see opportunities for outdoor activities reintroduced and, given the size of the establishment, would hope there will be more opportunity not only for time out of cell but hopefully time and exercise out of doors.

Access to the gym remains popular and a system of gym wing representatives has been established to assist in facilitating this.

The prison has entered into a successful twinning arrangement with Scunthorpe United Football Club, which resulted in seven men achieving a Level 1 leadership qualification.

## **6.6 Drug and alcohol rehabilitation**

At the end of the reporting year, there were three vacancies within the drug and alcohol rehabilitation team (DART), made up of case manager, groupwork facilitator, volunteer/peer mentor lead.

The caseload at the end of the year was 333 patients, of whom 179 were receiving opioid substitution therapy (OST), which is a reduction from 357 and 189 respectively in 2021.

The DART initial assessment takes place within 24 hours of a prisoner's arrival, weekends excepted, and for those who already have a clear care plan goal, these are continued. All patients in receipt of OST are reviewed by the prescriber at five days, 28 days and 13 weeks for a review thereafter. All patients in receipt of OST are working with an allocated case manager for psychosocial support, and non-OST patients also have a case manager on a voluntary basis.

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

- SMART (self-management and recovery training) recovery;
- recovery wing group support;
- one-to-one case management and in-cell work and education.

The team also provides a range of additional substance-specific lessons based on patient need, and as identified within their personalised care plan.

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 prisoners, 36 of whom are engaged in active recovery programmes. This is an intensive and community recovery-based environment promoting mutual aid and peer support.
- Incentivised substance free living (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 Imprisoned for public protection (IPP) or on extended determinate sentences.

Harm-reduction intervention and effective release planning continue to be a priority. During the past year, there has continued to be a significant uptake in naloxone (used to counter the effects of opioid overdose) training, and the DART continues to promote and encourage this to all clients on its caseload as they leave the establishment.

## **6.7 Soft skills**

Extensive use continues to be made of ICE TV in providing a full soft skills programme. There are daily information slots from 7pm - 9pm featuring, for example, pre-recorded sessions by the DART on managing addictions to opioids, spice, hooch etc.

Information is also provided on a wide range of other subjects, for instance the work of 'Remedi' (restorative justice programme), how to apply for birth certificates and bank accounts, the recently introduced new prison application process, and different jobs that can be applied for in the prison, such as the new barbering course.

On Mondays, Wednesdays and Fridays there is a regular range of lessons featured, including guitar, ukulele and art. Other programmes are featured on a topical basis at appropriate times of the year: for instance there were half-hour programmes every evening during Ramadan which featured topics of interest to those men observing Ramadan. Similarly, when different aspects of life and cultures are celebrated in particular months of the year (for instance, Pride month, or Gypsy and Traveller month) appropriate programmes are featured as part of the schedule.

In addition to these specific features a ticker tape runs across the screen, with details of regime or menu changes, train services for men being released, Samaritans information and details of meetings such as Andy's Man Club, equality and diversity meetings, Parkrun sessions etc.

The pygmy goats which arrived at the prison in June 2021 continue to be taken around the establishment to aid both prisoners' and staff wellbeing. They are now taken regularly on to the wings in the mornings by a prisoner whose role is to facilitate this.

Prisoners continue to be able to contact the Samaritans and make use of the prison-based Listener programme which has now restarted again in person following the restrictions to telephone support during the pandemic.

## **7. Progression and resettlement**

### **7.1 Education, library**

At the start of the year, all education and library activity had to be carried out in cell, with education packs being delivered to prisoners in their cells with limited help provided by phone. The library continued to operate but had to deliver books and DVDs to prisoners' cells. All education classes started to reopen in April; numbers were kept low at first and gradually increased to full capacity as restrictions were lifted.

Novus is the main education provider in the prison. With great demand for classes, particularly in English and maths, there continue to be long waiting lists and some prisoners are only getting classes on a part-time basis. This situation is not helped by

some staff being on long-term sickness leave. Although the staff at work do their best to provide cover, Novus is apparently not required contractually to provide cover for absent staff. As a Board, we are concerned that many lessons are missed due to absence of staff for whatever reason, and the impact it may have upon learning for the prisoners.

At any one time there are typically between six and 12 prisoners taking Open University degree courses in subjects such as history, business management and criminology, and approximately the same number doing distance learning courses. Approximately 50 prisoners are on training courses, such as Nebosh 1 and 2, catering and food science, some of them funded by grants from the Prison Education Trust. There are also training rooms dedicated to barbering, art and catering, and classrooms for teaching maths, English and English for speakers of other languages (ESOL).

There were many more men who progressed to accredited qualifications in the reporting period compared to 2021, as the table below demonstrates. Numbers of qualifications shown are for April 2022 to January 2023 (numbers in brackets are the equivalent for the full year of 2021).

<b>Qualification achieved</b>	<b>Entry level</b>	<b>Level 1</b>	<b>Level 2</b>
Maths	65 (29)	33 (10)	10 (6)
English	103 (40)	56 (12)	2 (2)
ESOL	25 (1)		

There are two libraries, one in each zone of the prison, which are run by East Riding of Yorkshire Council. From April onwards, as restrictions permitted, the libraries gradually returned to a full service. At the end of the reporting year, every prisoner was getting the opportunity to visit the library at least once a fortnight. Arrangements were also put in place for men in full-time employment to visit the library during the day once a fortnight.

The library has resumed the successful Turning Pages adult reading scheme, and HMP Humber has been selected for a new literacy pilot scheme, along with HMP Leeds and HMP Askham Grange. The Board is pleased to see these and many other initiatives, for instance new reading groups, being implemented.

## **7.2 Vocational training, work**

After restrictions were lifted in April, workshops and classrooms reopened for increasing numbers as the assessed risk level reduced.

Considerable effort was expended to catch up on lost time, and the table below demonstrates an excellent recovery in the attainment of vocational qualifications. Numbers shown are for April 2022 to January 2023 (numbers in brackets are the equivalent for the full year of 2021).

### **Vocational qualifications**

Qualification achieved	Level 1	Level 2	Level 3
Number of learners	151 (29)	356 (210)	22 (3)

A further 374 unaccredited courses were passed, and 263 men engaged with Novus Works.

Great efforts are made to ensure that as many prisoners as possible are engaged in purposeful activity, and this begins with the induction process delivered by Novus.

The challenge has been made more difficult by the rapid churn of the prison population. It is very difficult for short-stay prisoners to get the benefit of many of the training courses on offer, particularly for advanced skills e.g. IT coding, or where formal qualifications may require many weeks to complete courses. In addition, many courses require a qualification in English before men can progress.

Another challenge has been the shortage of work for the contracts workshops, making it challenging for staff to keep the men occupied.

Drop-in sessions are held every 14 days to identify prisoners who perhaps lack the motivation or confidence to apply for work. Men are encouraged to discuss their needs and capabilities so that suitable opportunities can be identified, and they are then supported in making their applications

An update on ICE TV every Friday listing all current workspaces available has also been useful and helpful to prisoners.

Springboard, a scheme for encouraging the most challenging prisoners to engage, is also running again, typically supporting approximately 15 men at any one time.

The training workshops for brickwork, wood assembly, bicycle repair etc. are fully open. Bicycle repair has moved to a larger workshop in order to allow it to expand, releasing the old workshop for the waste management team. A new facility for construction skills has opened, with a simulator for training prisoners to operate JCB-type backhoes, forklifts and other industrial and agricultural machinery.

Training is also offered to help prepare men for jobs in rail engineering, dock work, catering and IT/I media. A twinning arrangement with Scunthorpe Football Club is giving men the opportunity to gain experience and qualifications in football coaching and first aid.

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

Several factors have had an impact on the work of the offender management unit (OMU) this year.

The reunification of probation services in June 2021 led to ongoing changes which staff had to, and continue to, manage. However, we must record that there have been no continuing residual effects within the prison. There remain challenges in terms of

communication between prison offender managers (POMs) and community offender managers (COMs) and the loss to HMP Humber of the previously integrated six full-time-equivalent staff as part of the enhanced through the gate (TTG) team, remains an unresolved legacy issue.

In 2022, the OMU was staffed according to the offender management in custody (OMiC) model. Over the year, POMs and probation staff have been assisted by colleagues providing ad-hoc support where required. Many of the POMs are operational staff, integral to the safe running of the prison, and have often been called to support the regime, especially at weekends. However, this operational dependency has reduced in the period leading into 2023. Induction memos are sent to all new prisoners giving them information on their POM and COM, if allocated, together with associated telephone numbers in order for them to be added to their PINs at the earliest opportunity. The memo also gives information on the national standards and when the prisoner can expect to be seen by their POM.

There are many tasks which are not quantifiable, and the OMiC benchmark has been introduced with little consideration given to the tasks which are not measurable, such as attendance at ACCT reviews, CSIP reviews and working with social services etc.

Short-sentenced prisoners make a significant impact on the demands of the OMU and probation staff and can present numerous challenges for personnel working on resettlement planning. As a prison, HMP Humber is only resourced to deliver OMiC; however, a significant proportion of the Humber population will be serving less than 12 weeks. The Probation Service community integration team (CIT) is now exploring options for release planning specifically targeted at this core group. The CIT team has identified one member of staff who is now allocated to visit HMP Humber each week in order to offer support to short-term prisoners serving the last 12 weeks of their sentence.

At the end of 2022, there were approximately 20 releases from HMP Humber each week. POM and COM handovers take place seven and a half months prior to release, and the head of offender management delivery continues to countersign all sentence plans.

An OMiC hotline has been introduced by the OMU as a direct-dial prisoner information helpline. The helpline is available daily for one hour, in order that prisoners are able to make enquiries, by speaking to the duty POM. It has been instrumental in reducing anxiety levels; on average the helpline receives between six and 10 calls daily.

Recategorisation reviews have continued throughout 2022, with HMP Hatfield being the local category D accommodation for HMP Humber prisoners. A very good relationship exists between the two prisons, and they are normally in a position to facilitate transfers for category D prisoners in a timely manner. Those prisoners wishing to move to a category D establishment in the south of the country tend to have a longer waiting period. There were 567 category D spaces available across the entire prison estate in 2022. Some 104 prisoners transferred to category D prisons during the year, with 71% of all cases discussed at the risk management meeting (RMM) being given category D status.

Red band prisoners continue to be a critical link between the OMU and the prison population, visiting each wing twice a week. Their primary role is to assist in completion of contribution forms and applications for prisoners due to be discussed at the RMM.

One POM is the single point of contact for short-sentenced prisoners and their contact for engagement with the resettlement hub.

At the end of 2022, there were 73 offender assessment system (OASys) reports related to HMP Humber on a backlog list, with 40 in progress and 33 still to be completed.

Whilst the Board has been informed by staff of the current OASys position and advised that the OASys task force is dealing with the national backlog, we have noted the progress to date. Nonetheless, as a Board, we remain concerned about the backlog across the entire custodial estate, which in turn significantly impacts on 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 2022.

At the end of 2022 there were 96 indeterminate-sentenced prisoners (ISP) housed in HMP Humber, of whom 51 were on imprisonment for public protection (IPP) sentences. Forty-eight of the ISPs, being a mix of IPP and life-sentenced prisoners, were located within a dedicated prison wing, in a mixture of double and single cells, named the Hope unit.

The ultimate aim of the regime within the Hope unit is to release ISP prisoners into the community successfully without recall, and to equip them with the skills, knowledge and support to make that transition.

During 2022, the IMB took a specific interest in IPP prisoners within our region. A visit was facilitated during October to the Hope unit by eight IMB members from various HMP establishments across the Yorkshire and Humber region.

The Hope unit visit provided an ideal opportunity for IMB members to discuss best practice concerning the community approach, including engagement through motivational speakers, lived experience, healthy living and team building supported by peer mentors. The role of the Hope unit's dedicated psychologists was also explained, with the Governor of HMP Humber holding a Q&A session which provided the visitors with the opportunity to put direct questions to serving IPP prisoners.

Prisoner engagement during the IMB visit was very positive, with Board members exploring enhanced behaviour model boards run by the Hope unit. These are additional to the incentives scheme, thereby enabling even closer supervision of prisoner behaviour and identifying all stages of progression.

From the unit opening in May 2018 to 2022, some 61 prisoners have gained release through the Hope-supported regime; unfortunately there were 34 recalls during the same period. In addition, six Hope unit prisoners achieved category D status, with three unfortunately failing.

During 2022, the effect of the Covid-19 pandemic and the restrictions placed on general movements, staffing and the lack of category D places, resulted in only 12 releases, with 16 recalls, one successful category D application and unfortunately two failed category D applications.

Recognising the additional challenges ISP/IPP prisoners face on release, a prisoner



helpline number has been provided in order that they can receive conversational support over the phone. This facility underpins the Hope unit's supportive environment for ISP/IPP prisoners, where a more interactive and closer working relationship with relevant people, such as residential operational staff, POMs, psychologists and a restorative life skills practitioner, is available.

#### **7.4 Family contact**

It was unfortunate that 2022 started with social visits still suspended but, again, the quality of notification and explanation was good. In spite of staffing issues over the reporting period, the prison has continued to support prisoners in maintaining good relationships with their family and friends.

Weekend social visits were reinstated in February with up to 20 visitors allowed, with capacity gradually increasing through the year. During April, the family engagement team resumed face-to-face activities for children, and the café reopened for refreshments. All the scheduled family days resumed, typically running once per month in the gym, and more frequently in the run-up to Christmas.

Unfortunately, the video-calling initiative has not been delivering its full potential this year. Social video calls are of particular benefit to prisoners whose visitors live some distance away, or are not able to visit for illness, domestic or logistical reasons. The change in contract for social video calling started badly, with teething problems persisting for months. For instance, the supervising officer cannot communicate with callers to advise them why their call has been frozen, which might be because a child is moving too much. In addition, a shortage of prison officers means that a supervising officer is not always available, so calls cannot go ahead. Booking confirmation slips advising prisoners of the time and day of their call are not always delivered, and poor signal quality in some parts of the prison have made calls difficult if not impossible, although this was improving towards the end of the year.

Unfortunately, the service has gained such a poor reputation that many prisoners refuse to use it. Over the reporting year, 3,941 video calls were booked in comparison to 5,528 in 2021. This, however, could also be due to the fact that social visits opened up and family and friends would rather visit in person.

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 and conversations with the IMB.

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 in June 2021.

Reducing reoffending and resettlement planning continued to be a major focus for staff at HMP Humber during 2022. There are some 27 partners making contributions to this ever-increasing and demanding strategic plan, examples of which are: Remedi, Novus Works, Drug & Dependency Company, Novus local education, Recycling Lives, Jobcentre Plus, Business Development and Enterprise, healthcare, resettlement managers ... and the list goes on.

Significant changes have taken place concerning resettlement planning during 2022. A fully functional employment hub opened within the prison in June. A brief insight into the work of the hub is as follows:

- Induction - staff visit the induction wing once a week to engage with all new men received into the prison and promote the services, opportunities and support offered by the employment hub.
- 12 weeks to release appointments - staff contact all men who are identified as 12 weeks to release, or who come into the prison with less than 12 weeks to serve. By taking this proactive approach, the employment hub aims to maximise take-up of all opportunities available for pre- and post-release support.
- Employment hub promotional material - posters have been circulated to all work areas and highlight the range of services, advice and support available to every prisoner on a release pathway. Posters are also linked to competencies in order to encourage men to think about the work skills they are working toward or may wish to gain prior to or complete post release.
- Humber employment advisory board (EAB) - employment advisory boards have already been established in 20 prisons, and will be up and running in all 91 resettlement prisons in England and Wales by April 2023. The boards have been judged a success at the 20 prisons which already have one. EABs are chaired by representatives of employers, including car maker Lotus and building firm Murphy Group. They offer guidance to establishments on the best way to get prisoners work-ready for their local labour market. EABs were the brainchild of James Timpson, chief executive of Timpson Group, one of the largest employers of ex-prisoners in the UK.
- Prison leaver project: grow into employment programme - the prison leaver project is a new pre-release course which has been designed by a national Ministry of Justice (MOJ) project team and is being piloted at HMP Humber.
- Identification (ID) and bank accounts for released men - currently only birth certificates can be offered. New Future Networks are getting closer to sorting out driving/provisional licences. HMP Humber has been put forward for a national pilot site for provisional driving licences.

All banking arrangements are provided in partnership with the Halifax Bank, including opening accounts, ordering new cards and PIN numbers. Since the employment hub opened, over 276 applications have been submitted for bank accounts, with over 178 having been set up at the end of the reporting year. The Halifax will only accept applications for men with over six weeks and less than 12 months to serve.

The hub can only take referrals for men who are in the 12 weeks to release pathway; a report is run daily in order to ensure all identified prisoners can obtain a birth certificate. Since the employment hub opened, over 289 applications have been submitted and 244 received to date.

The requirement for POMs to complete an accommodation referral to the COM remains in place, but workload pressures can and do create roadblocks for effective post-release planning, with final allocation of accommodation being a last minute rush. The concern most often raised in the pathway to release process remains that of accommodation and the mandated referral process for notification to Shelter.

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

The information, advice and guidance (IAG) service gives prisoners impartial advice and guidance to ensure they are clear about their choices for learning, work and employment opportunities on release. Prisoners are encouraged to create their own skills action plan.

## The work of the IMB

The reporting year of 2022 has, for the Board, been dominated by the recovery from the pandemic. The Board has had a greater physical presence within the establishment compared to 2021, for the benefit of the prisoners.

As a Board we are extremely concerned as to the diminishing IMB members. The overall recruitment process does not appear to be having a great impact.

### Board statistics

Recommended complement of Board members	16
Number of Board members at the start of the reporting period	9
Number of Board members at the end of the reporting period	7
Total number of visits to the establishment	324
Total number of shifts on the 0800 telephone line	0
Total number of visits to segregation	68

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.

Over the reporting year, 440 applications (249 in 2021) were made to the Board, of which 32 (131 in 2021) were calls to the 0800 number. The Board appears to have received a greater number of applications during this reporting year as prisoners have submitted complaints to the prison and applications to the IMB with the hope of speeding up the process.

The Board utilised the email-a-prisoner scheme during the pandemic in order to ensure a timely response to applications and continued to do so on approximately 363 occasions during 2022.

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.

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

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	12	16
B	Discipline, including adjudications, IEP, sanctions	9	11
C	Equality	4	15
D	Purposeful activity, including education, work, training, library, regime, time out of cell	4	23
E1	Letters, visits, telephones, public protection restrictions	11	21
E2	Finance, including pay, private monies, spends	1	9
F	Food and kitchens	4	12
G	Health, including physical, mental, social care	43	60
H1	Property within this establishment	24	42
H2	Property during transfer or in another establishment or location	13	38
H3	Canteen, facility list, catalogue(s)	6	13
I	Sentence management, including HDC, ROTL, parole, release dates, recategorisation	15	39
J	Staff/prisoner concerns, including bullying	30	41
K	Transfers	10	45
L	Miscellaneous, including complaints system	26	43
Z	Complaints on Comp 1s & Comp 1As	37	12
	<b>Total number of applications</b>	<b>249</b>	<b>440</b>



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