



Annual Report of the Independent Monitoring Board at HMP Littlehey

**For reporting year
1 February 2022– 31 January 2023**

Published September 2023



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Introductory sections 1 – 3

1. Statutory role of the IMB

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

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

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

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

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

2. Description of the establishment

- 2.1 HMP Littlehey, located in the village of Perry in Cambridgeshire, is a category C training prison for men convicted of sexual offences. It is the largest prison in Europe for men convicted of sexual offences, and at the end of the reporting year, 94% of its population had been convicted of a sexual offence (unchanged since the previous period)¹.
- 2.2 524 (44.8%) of prisoners were aged 50 years or over at the end of the reporting period; slightly lower than the 48% in the previous period. At HMP Littlehey, 13% of prisoners were under the age of 30 compared with 11% for the previous period. Of those aged 50 or older, 33.2% (174) were in their 60s and 22.9% (120) were 70 or older.
- 2.3 The prison housed over 54 nationalities and 33 religious denominations, not including those stating 'no religion', atheist or agnostic.
- 2.4 The prison held 1,171 prisoners at the end of the reporting period (compared with an operational capacity of 1,188 and an average end-of-month population of 1,168). There were 1,158 prisoners held at the end of the previous reporting period, which had an average end-of-month population of 1,150.
- 2.5 There were 939 prisoners accommodated in single-occupancy cells and 224 in double-occupancy cells, of whom two were the sole occupants. Seventy-four cells designed for single occupancy were allocated for sharing by two prisoners. There were four constant watch cells including one in the care and separation unit (CSU).
- 2.6 The 12 residential wings for the period include a dedicated reception wing, one enhanced wing, an enabling environment wing (re-accredited during the reporting year), a progressive wing, a small wing dedicated to prisoners with indeterminate sentences for public protection (IPP), and two wings dedicated to older prisoners. G wing had not been replaced by the end of January 2023, having been demolished in 2020, although the project for the replacement 60 bed, single cell temporary wing did progress during this reporting year.
- 2.7 The residential accommodation, set in extensive well-maintained gardens, comprises two distinct facilities (Lakeside and Woodlands), built at different times and to standards applicable at the time of construction. This creates challenges for maintenance of infrastructure, fixtures and fittings. Reflecting the two facilities there are also two kitchens, two healthcare centres, two libraries, two gyms and two multi-faith rooms. Until this reporting year there were also two all-weather sports pitches however one of these has been decommissioned to make way for the new wing.

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

- 2.8 The prison also has a visits hall, an education centre, workshops and a care and separation unit (CSU) with eight operational cells.

3. Key Points

3.1 Main Findings

How safe is the prison?

- 3.1.1 HMP Littlehey continued to be a generally safe and secure prison. There were no major incidents resulting in the opening of the command suite and the prison continued to have a relatively low rate of prisoner-on-prisoner violence.

How fairly and humanely are prisoners treated?

- 3.1.2 Prisoners were observed by the Board to be generally treated with respect, decency and humanity, although the over representation of black prisoners in adjudications and muslim prisoners in use of force continues to require attention. The support provided for prisoners and the engagement with their families at end-of-life demonstrates compassion and respect. Additional support is provided to those identified as at self-harm risk, including for those few prolific self-harmers. The prison continued to find it difficult to provide the specialist interventions needed for those with complex needs, including those with significant mental health issues and those repeatedly housed, or housed long-term, in the CSU.

How well are prisoners' health and wellbeing needs met?

- 3.1.3 The support and resources provided by the prison to meet the prisoners' health and wellbeing needs are generally good. The communications between prison departments such as safer prisons and chaplaincy with healthcare, social care and other agencies such as Phoenix Futures has enabled the provision to become more targeted to the population needs.
- 3.1.4 The long waiting times for prisoners to access specialist healthcare such as opticians, physiotherapy and ultrasounds do impact on the prisoners' health and wellbeing. These issues are noted in this report and were noted last year as well.

How well are prisoners progressed towards successful resettlement?

- 3.1.5 As stated in previous reports, HMP Littlehey is not a resettlement prison and is not funded for this activity although it typically releases significant numbers of prisoners directly into the community every year. The Board acknowledges that the numbers released have reduced over the last few years.
- 3.1.6 Given the unfunded challenges and limited resources available the prison continues to make good efforts to support the resettlement of prisoners. However, the challenges created by prisoners often having to be resettled outside of their home area continue for those involved in supporting resettlement.
- 3.1.7 With the lifting of Covid-19 restrictions from May 2022 prisoners were supported with their progression towards release by the prison quickly

resuming education and vocational activity across the site, along with programmes to address offending behaviours and resettlement support. Although these activities were sometimes curtailed or modified due to regime changes necessitated by resourcing issues, the speed with which the prison resumed these is to be commended.

- 3.1.8 During this reporting year there remained no replacement for the progression unit (G wing) which had been removed during 2020 and therefore the opportunities for prisoners to develop the personal independence and decision-making skills so helpful for resettlement continued to be reduced.

However, the Board acknowledges that H, M and F Wings have continued to promote such skills.

3.2 Main areas for development

TO THE MINISTER

- 3.2.1 As stated in the reports of the last two years, there continue to be too many prisoners forced to share cells, including those initially designed as single cells. While the Board acknowledges the Minister's response to this point in our last report, it remains concerned that the number of prisoners being forced to share a cell continues to increase. With the pressures on the prison population continuing to grow it asks what strategies are being deployed to ensure prisoners are safe and treated with respect.

TO THE PRISON SERVICE

- 3.2.2 The Board has noted its concerns with the performance of five London prisons in responding in a timely manner to property complaints from prisoners at HMP Littlehey (see paragraph 5.8.2) and seeks reassurance that procedures are in place to ensure all prisons are to answer prisoner complaints with clarity and timeliness.
- 3.2.3 The Board is concerned that prisoners have been transferred to HMP Littlehey, which does not have a 24-hour healthcare facility, when they were already very unwell. Although the Board recognises that HMP Littlehey provides excellent end of life care, it is concerned that such transfers could be detrimental to the transferring prisoner. The Board would like to understand the criteria used to decide on transferring prisoners with significant health concerns.
- 3.2.4 The PE and exercise regime at HMP Littlehey continues to be acknowledged as of an extremely high standard and the Board is disappointed that there have been no funds available to enable the prison to replace the rusty and torn equipment within their gyms. Are there any plans for providing some funding for this area in the foreseeable future?
- 3.2.5 Following the extreme weather conditions experienced in December 2022 it was discovered that several cells on a wing did not have any internal heating in them. Since this discovery the cells have been offline. Although there are

only a few of these cells, with the current pressures on prisons to accommodate as many prisoners as they can, the Board would like to understand whether there are any plans for bringing these cells up to the standard required so that they can be brought back into use.

- 3.2.6 The waiting lists for attendance on offending behaviour programmes, which are often a requirement for consideration for parole, remain long. The Board would like to understand whether there are any plans to increase Programme provision to improve prisoner access to such programmes.

THE GOVERNOR

- 3.2.7 The Board continues to be concerned with the use of temporary freezers at HMP Littlehey (see 5.1.5) which has now been ongoing for over three years. Based on the response from HMPPS to these concerns last year, the Board understands that funding has been made available to resolve this issue. The Board therefore asks when will the new freezers be in place?
- 3.2.8 The Board has been pleased to see the re-introduction of prisoner forums during this reporting year and the willingness of the prison to engage with the prisoner population to improve their lived experience. The Board has also heard the frustrations of prisoners who feel that these forums can be talking shops rather than action orientated. The Board would like to understand what the prison is planning for changing this perception.
- 3.2.9 The diversity and inclusion data continues to show an over-representation of black and Muslim prisoners in adjudications and of Muslim prisoners being subject to use of force. The Board recognises the data is based on an underlying low level of incidents, however, it would like to know what plans are in place to ensure the adjudication and use of force processes are fair to everyone at HMP Littlehey.
- 3.2.10 There has been a noticeable increase in the number of complaints at HMP Littlehey. The Board would like to be made aware of the processes in place to identify any trends in these complaints.

3.3 Response to the last report

Issue raised	Response given	Action taken
Lack of resources/funding for resettlement (raised with MoJ)	Minister acknowledged the delay in the rollout of reconfiguration and referenced the East of England Probation Service providing pre-release support.	A Housing Specialist was appointed towards the end of the reporting year to support the offender management unit (OMU) resources.
Too many shared cells (raised with MoJ)	Minister referenced the HMPPS revised framework publication in April 2022 for the Certification of Prisoner Accommodation and stated maximum crowded capacity at prison was a local operational judgement.	74 cells designed for single cell are now allocated for sharing by two prisoners. An increase from 66 cells during this reporting year.

Delayed publication of Prisoners' Property Framework (raised with HMPPS)	Prisoners' Property Framework published in September 2022.	Introduction of new Framework put on hold following issues covering the disposal of prisoners' excess property.
Measurement of complaints responses (raised with HMPPS)	Prisoner Complaints Policy Framework addresses complaints relating to other prisons.	Complaints relating to property remain high, and the prison has become more proactive in getting such complaints resolved.
Replacement of demolished G Wing and its location (raised with HMPPS)	Explanation provided of reasons for delay, and the decisions to build on Astro-turfed football pitch and for the unit to not have a roof.	Building of new wing with 60 single occupancy cells commenced during this reporting year.
Temporary freezers (raised with HMPPS)	Confirmation that funds had been allocated to replace the freezers and that this work expected to be completed by March 2023.	Funds were made available but no plans for work to have started by end of March 2023.
Rollout of in-cell telephony (raised with HMPPS)	Explanation provided of complexity of rolling-out telephony across the prison estate and that Littlehey to be evaluated.	In-cell telephony rollout commenced in first quarter of 2023, with plan for it to be fully implemented by end 2023.
Older prison targeted support (raised with Governor)	Intention to broaden targeted support from the two Older Prisoner (OP) wings.	Targeted support for older prisoners is available to all those who need it across the prison, although the most progress continues to be on the two OP wings.
Maintenance of wheelchairs (raised with Governor)	Acknowledged as needed.	Workshops maintain those wheelchairs owned by the prison.
Staff guidance on issuing new mattresses (raised with Governor)	Criteria for replacing mattresses available for staff.	There have been no issues raised during this reporting year regarding mattresses.

Evidence sections 4 – 7

4. Safety

4.1 Reception and induction

- 4.1.1 During the reporting period, 421 prisoners transferred to Littlehey, a slight reduction from the 441 recorded in the previous reporting period. The numbers of transfers per month varied from the lowest of 23 in April to the highest of 63 in August. Arrivals after the 'lockout time' of 16:00 have continued with prisoners arriving later receiving the 'basics', including seeing Healthcare, with the full process being conducted the following day.
- 4.1.2 The reception process for those arriving at the prison has been observed to be managed well with good collaboration between the reception staff, orderlies and Induction Wing officers. The Board particularly commends the staff for the professional way they managed some difficult situations including receiving some prisoners with serious health conditions.
- 4.1.3 The Induction Wing contains only double cells and the 1188 operational capacity of the prison assumes that all these will house two prisoners. However, the prison receives high risk prisoners who cannot share a cell and have to be accommodated within the induction wing. This results in induction staff constantly juggling to create the wing spaces required to accommodate new arrivals to the prison. Towards the end of the reporting year the Board notes that it has been necessary to move some prisoners scheduled for release within a few months from single cells on non-induction wings to double cells on the induction wing to enable new high-risk prisoners to be appropriately accommodated. The Board hopes that this situation will be eased in the future, although it regrettably anticipates that with the pressure on prison places this is unlikely.

4.2 Suicide and self-harm, deaths in custody

- 4.2.1 During the reporting year in HMP Littlehey there were 16 deaths in custody, 13 of which were due to natural causes, equating to 1.4% per 1,000 (with the prison having an average end-of-month population of 1,168 for the period). This is a slight increase to the previous reporting period.
- 4.2.2 Although HMP Littlehey does not have a 24-hour medical facility it has developed very robust and compassionate processes around palliative care and death in custody which are recognised across HMPPS. On occasion this has led to the prison taking prisoners who need significant health support. During this reporting year four of the 14 deaths at the prison were of those who had transferred to the prison when they were already in extremely poor health.
- 4.2.3 The Board wishes to commend the prison for the way the prison manages the end-of-life care of prisoners. Their practice of early appointment of family liaison officers (FLOs) to engage with family members and maintain family contact at the earliest stages to help the peaceful end of life care whilst maintaining a safe and secure environment shows their professionalism and

compassion.

- 4.2.4 During the reporting period, four Prisons & Probation Ombudsman (PPO) investigations into prisoner deaths made recommendations, two of these referenced the hospital escorts process and the need for clear procedures between healthcare and prison staff, to ensure the restraints used on prisoners were appropriate to the public risks involved. All the recommendations made by the PPO have been accepted and acted on.
- 4.2.5 HMP Littlehey continues to participate in the Samaritans' Listener scheme, and there were 14 active Listeners on the rota for the last month of the reporting period, providing invaluable support to their fellow prisoners. The Board note that the Listener team were called on 473 occasions during the reporting year. This was an eighty-nine percent increase when compared to the 250 call outs of the last reporting year. This increase is partially due to some prisoners needing significant support on a regular basis in addition to that provided through other channels such as the assessment, care in custody and teamwork (ACCT) process and the Board is pleased to note that multiple support channels are available to those at the prison who need them.
- 4.2.6 The Board is also pleased to note that the total number of self-harm incidents decreased from 452 to 365 since the previous period with a similar reduction in the number of incidents (to 171) from the small number of prisoners that are difficult to help. This continues to compare favourably with the whole prison estate.
- 4.2.7 The Board notes that the new ACCT process was introduced during this reporting year and that following initial staff concerns the new process has been seen as positive, providing more continuity than previously. The number of ACCTs opened during the period was 90 (the same as last year), of these, 51 were re-opened during the six-week post-closure period enabling a continuity of care and support while it was most needed.

4.3 Violence and violence reduction, self-isolation

- 4.3.1 HMP Littlehey continues to be a relatively safe place for staff and prisoners alike. Prison records show similar trends to those reported last year with the number of assaults on staff falling from 24 for the previous reporting period to 17 for the current period and prisoner-on-prisoner assaults rising from 42 to 63 over the same period. The prisoner-on-prisoner figures include fights, alleged sexual assaults and violent assaults. While this is once again a disappointing increase it remains significantly less than the national rates.

4.4 Use of force

- 4.4.1 The Board is pleased to report that, according to the prison records, force was only used 93 times during the reporting period. This is a decrease of 40% on the previous period, with the number of prisoners involved remaining constant at 60 (circa 5% of the prison population). 15 prisoners were subject to force on more than one occasion and almost 11% of incidents were to prevent injury or self-harm.

- 4.4.2 Body worn video cameras are recorded as being worn on 59 of the occasions where force was used and the Board notes that the records do not record whether BWVC were worn for a further 7 of the occasions. PAVA spray was not drawn during any of the recorded incidents. The Board understands that the protocol now in place in the prison is that all officers who carry PAVA must also wear a BWVC and switch these to record prior to incidents. The Board fully supports this action.
- 4.4.3 The Board directly observed a few use of force incidents during this reporting year and notes that these were conducted appropriately and professionally, including the recorded briefings and debriefings. Care was taken to ensure the safety of the prisoners and the staff involved, including the presence of healthcare staff.
- 4.4.4 The National Tactical Response Group, a specialist unit assisting in safely managing and resolving serious incidents, was not deployed to HMP Littlehey during the period.

4.5 Preventing illicit items

- 4.5.1 Mandatory drug testing (MDT) has been in place all this reporting year, following its suspension during the pandemic. Over the 12 months almost 900 MDTs have taken place of which 120 were positive results. 22 of the 120 were due to prescription medication. The 184 cell searches conducted during this period resulted in a low level of finds with eight (4.3%) of fermenting liquid and 15 (8.2%) possible drugs.
- 4.5.2 The Board note that the prison has strong mechanisms in place to prevent illicit items within their environs. On the two separate periods when there was intelligence of, or actual, increased drug related activity within the prison during this reporting period, the prison responded proportionately and successfully brought the activities back under control.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

- 5.1.1 The Board note that the grounds surrounding the accommodation wings continue to provide a beautiful and positive environment and the Board commends the gardening teams for their skill in creating impressive flower gardens with very limited budgets. For much of the year the only jarring note was the weed-infested building site left when G Wing was demolished in 2020 and the Board was pleased to see this site cleared and set to lawn in late autumn 2022 so that it was more in keeping with the surrounding garden.
- 5.1.2 As in previous years there have been issues with water and heating on the wings. At times the water temperature and pressure have been erratic, and the heating has been insufficient. Although the frequency of issues has reduced following the implementation of the heating and hot water infrastructure project they have not been eradicated. Of particular note was the inadequacy of the heating system on Woodlands wings, which includes the two Older Prisoner wings, during the extreme cold weather in mid-December 2022. The heating failure during this time resulted in the prison having to provide blankets, clothing and in-cell heaters to keep all prisoners safe and warm while the Gov Facilities Services maintenance team tried to resolve the issues. The Board has concerns with the processes in place to ensure emergencies such as that experienced in December are resolved quickly.
- 5.1.3 The lack of in-cell telephones continued to be an issue, particularly during the first half of this year and the ongoing faults with the shared telephones on each wing did not help. Prisoners transferring to HMP Littlehey from prisons with in-cell phones were the most frustrated by the situation as they had become used to talking to family and friends whenever they needed this support. The announcement that the in-cell telephony project for the prison was scheduled to start in early 2023 has alleviated the level of frustration and the Board look forward to seeing telephones in every cell by the end of 2023.
- 5.1.4 The standard of food provided by the two kitchens continues to be reported to the Board to be of a high quality despite the ongoing issues with freezers, staffing issues and budgetary restrictions.
- 5.1.5 The Board noted the freezer issues in the last two annual reports. It continues to be astounded by the lack of action to secure new freezers and remove the need for expensive temporary freezers at HMP Littlehey. It was very concerned to hear that procurement of permanent replacement freezers had not commenced despite the monies being approved and available for this.
- 5.1.6 The Board was pleased to see both the Food Forum and the Prison Council recommence this year. It is however disappointing to note that the Food Forums are not yet taking place on a regular basis and that the Prison Council is viewed by some prisoners as a talking forum due to the number of items that receive a “we will look into that” response from the

prison. It is hoped that both these forums will become more focused on delivering positive actions to agreed timelines in the future.

5.2 Segregation

- 5.2.1 As in previous years, the Board continues to maintain that this area is far from suitable for prisoners who need long-term isolation to protect themselves or others especially if they also have severe mental health issues.
- 5.2.2 The prison still has only eight cells available to hold prisoners with cell 1 used only for searches, cell 7 used for constant watch and cell 9 remaining out of use due to structural issues. To the Board's knowledge there are no plans to change this situation. On occasions the existence of 1 constant watch cell has resulted in prisoners who should be held in CSU being held in the few constant watch cells on the wings. Those adjudicated for cellular confinement have also sometimes had to be located in these cells on the wings. This creates organisational issues when segregation or other reviews need to be conducted.
- 5.2.3 The Board notes that during the reporting year 15% of prisoners located in segregation were being supported through the ACCT process. While the Board observed officers managing these prisoners with professionalism and were very dedicated and supportive, the segregation environment is not conducive to helping them improve their mental health.

5.3 Staff-prisoner relationships, key workers

- 5.3.1 The relaunch of the key worker scheme has started to be delivered this year after the difficulties experienced during the pandemic years. When asked, prisoners are usually able to name their key worker and identify when they last had a key worker session. The focus on delivering longer, quality discussions fortnightly, rather than shorter, weekly ones does appear to have helped. The Board has noticed that key worker sessions tend to be the area sacrificed when there are staff shortages and, although this is understandable, the Board hopes that in the future there is less need for such actions.
- 5.3.2 Once again it is to be noted that prisoners continue to be mainly positive about the help and support they are given by specific officers, although there remain some concerns over a minority of officers. The Board notes that more entries citing positive behaviours are now being recorded on a prisoner's record, rather than just negative ones.

5.4 Equality and diversity

- 5.4.1 The Board has been pleased to see that during the reporting year the prison has continued to develop support for their diverse population and to encourage tolerance of diversity from prisoners and staff. It has also been encouraged to see the efforts made to provide guidance and training of the diversity and inclusion (D&I) representatives and the actions taken to make changes to representatives and processes when necessary.

- 5.4.2 While the Board notes that with the end of pandemic restrictions on movements and gatherings the D&I representatives were able to fully support prisoners across the prison once again, it has also been disappointed to see that the focus on D&I does not appear to have been as evident as in recent years.
- 5.4.3 Although the DIAT (Diversity and Inclusion Action Team) meeting has continued to take place monthly, the data analysis to inform discussion has not noticeably moved forward and actions agreed have not always been followed up or completed to determine their effectiveness. Attendance by the senior leadership team (SLT) at these meetings has been inconsistent and the changes to protected characteristic (PC) Leads necessitated by changes to SLT members has resulted in a slower pace of activity than had been hoped. The Board acknowledges that from autumn 2022 the prison started to review the D&I agenda and have engaged with the Zahid Mubarek Trust (ZMT) to train and support Prisoner Equality Advocates to work alongside the current D&I representatives in providing more visibility for D&I across the prison. The Board looks forward to seeing the outcomes to these changes soon.
- 5.4.4 The Board is disappointed to note that the DIRF (Discrimination Incident Report Form) process has not been operating effectively within the prison. Prisoners report they have little or no faith in the system both in terms of the outcomes reached and the timeliness of receiving any response. This perception is supported by the data. Of 130 DIRFs received by the prison during this reporting year, less than 5% were upheld. Of the 25 still awaiting a response by the end of January 2023, 10 had been awaiting a response for over 28 days (the timescale then in place for a response) of which five had been outstanding for over three months. The Board once again looks forward to seeing this situation improve significantly over the next few months with the work that is now taking place in upskilling investigating officers and greater auditing with the help of ZMT.

Older prisoners

- 5.4.5 The over-50s comprised nearly 45% of the population at the end of the period, with 16.5% being 65 or over, both slightly reduced when compared to the previous period of 48% and 17%, respectively. The Board is pleased to note that HMP Littlehey has continued to be proactive in seeking to meet the needs of these older prisoners.
- 5.4.6 The Board notes significant improvements in support for these prisoners have taken place this year. These have included enhancing the environment on the two older prisoner wings, extending the activities available to this population and working with the gym team to provide age/health appropriate gym sessions. These initiatives add to the already existing close collaboration between prison staff, social care and dementia specialists and the ongoing training of the staff on these wings to enable them to provide the appropriate support.

- 5.4.7 Table 1 shows the number of prisoners without formally allocated activity as at the end of the reporting period. The Board is disappointed to see that the percentage of completely unallocated prisoners aged 65 and over has risen during the period to 56.5%. It is more encouraging that the percentage of those in this age group who were unassigned for half days fell since the last reporting period by over 5%.

Table 1: Number (% of age group) of unassigned prisoners in each age group, 2022 – 2023.

Age Range	No. of Prisoners	Unassigned Half Day	Unassigned Full Day
18 - 25	47	0 (0.0%)	12 (25.5%)
26 - 30	105	2 (1.9%)	16 (15.2%)
31 - 40	268	7 (3.1%)	51 (19.0%)
41 - 50	227	7 (3.2%)	33 (14.5%)
51 - 64	315	10 (9.1%)	70 (22.2%)
65 and over	209	34 (16.3%)	118 (56.5%)
	1,171	60 (5.1%)	300 (25.6%)

- 5.4.8 Once again, the maintenance of wheelchairs continued to be an issue during this reporting year. The Board has highlighted this issue in numerous previous annual reports and progress in resolving the situation remains slow. The main step forward has been that the engineering workshop is now able to repair prison-owned wheelchairs as and when necessary, however this does not resolve the issue of those wheelchairs owned by the NHS trust.

Learning difficulties and disabilities (LDD)

- 5.4.9 The Board acknowledges the day-to-day support provided by the Disability and Older Prisoner representatives who, within their permitted parameters, organise help daily for those prisoners who need it to be able to engage with the day-to-day regime.
- 5.4.10 The Board notes the improvements that have taken place in the quality of support for neurodiverse learners as acknowledged in the Internal Quality Inspection conducted in November 2022. It is pleased to see that a prison strategy is now in place and that effective, practical support is being provided to enable those with learning difficulties and disabilities to maximise their learning opportunities.
- 5.4.11 The Board acknowledges that strong links between healthcare and the prison departments including Safer Prisons, Chaplaincy, Security and Offender Management, have helped to ensure the support provided to those with learning difficulties and disabilities is appropriate to their needs.

Black, Asian or minority ethnic prisoners

5.4.12 Ethnic diversity in HMP Littlehey has only changed slightly since the last reporting period. Table 2 shows that the numbers of adjudications and complaints by ethnicity is largely proportionate to the size of the populations of each ethnic group which is to be welcomed. If, however, we remove those who may be seen as particularly challenging with over 20 adjudications each, the results show: 8.5% Asian, 16.1% black, 6.3% mixed/other and 69.2% white. While this is a reduction from last year it does still appear that the black population remains over-represented, albeit to a lesser degree than previously.

Table 2: Proportion of adjudications and complaints during the reporting year by ethnicity (where known) versus proportion of the population of HMP Littlehey (2022 - 2023)

Ethnicity	Proportion of Population	Proportion of Adjudications	Proportion of Complaints
Asian	7.7%	7.7%	9.2%
Black	11.1%	14.6%	12.9%
Mixed / Other	3.2%	5.8%	2.9%
White	77.8%	71.9%	74.9%
	100%	100%	100%

The proportion of complaints by ethnicity has changed to a degree and is now more aligned to the proportion in the population.

5.4.13 The Board notes that the over-representation of Muslim prisoners in adjudications when compared to their proportion of the population has reduced. During the last year Muslim prisoners were 10% of the prison population and accounted for almost 16% of adjudications. This is a significant reduction when compared to the 11.8% of the population and 28.7% of the adjudications noted in the previous report, however it does still show an over-representation which will need to be further monitored.

5.4.14 Table 3 shows the proportionate use of force by ethnicity during the last reporting year. While the figures show an increase in the use of force with the Asian and white populations (increasing from 4.5% and 69.9%, respectively) and slight reductions for black and mixed/other, this data needs to be viewed in the context of only 93 uses of force in total during this period.

Table 3: Proportion of use of force in the reporting year by ethnicity (where known) versus proportion of the population of HMP Littlehey (2022- 2023)

Ethnicity	Proportion of Population	Proportion of Use of Force
Asian	7.7%	10.8%
Black	11.1%	15.1%
Mixed / Other	3.2%	1.1%
White	77.8%	73.1%
	100%	100%

5.4.15 The Board once again note that the Muslim community appear to be over-

represented in use of force having been subject to force on 16 occasions during the period, representing 17.2% of the total despite being only 10% of the prison's population. The Board hopes to see this over-representation reduced over the coming year.

5.5 Faith and pastoral support

- 5.5.1 The Board acknowledges the invaluable work carried out by the chaplaincy and notes that, despite a change in the department's leadership during 2022 the support for all faiths provided to the prison population has continued, as has one-to-one help to prisoners and providing pastoral care as needed.
- 5.5.2 As the prison returned to allowing more open association the opportunities for prisoners to practice their faith were expanded. This included the chaplaincy rising to the challenge of making arrangements for facilitating the practice of faith for those faiths not represented amongst the chaplaincy staff.

5.6 Incentives schemes

- 5.6.1 The HMPPS Incentives Policy Framework (IPF) released in 2019, has now been fully implemented and the prison has communicated with prisoners to publicise this. Work on ensuring prisoners fully understand this policy remains a work-in-progress.
- 5.6.2 The Board has been pleased to see the introduction of IPF forums involving prisoners reviewing the implementation of the policy, considering any concerns and determining ways of ensuring the policy is better understood by the wider prison population. The sharing of data relating to IPF status for groups of the prisoner population has also been welcomed and it is hoped that, over time, this will ensure the scheme is shown as being applied equally to all.

5.7 Complaints

- 5.7.1 The number of complaints and appeals has increased overall with a 6% increase in internal complaints and appeals and an almost doubling of external inbound complaints and appeals received by HMP Littlehey from prisoners at other establishments from 50 to 99. In addition, the number of confidential access complaints to the prison has also increased by 15%. The only area that has shown a slight decrease this year has been in outbound complaints and appeals, which is to be welcomed. That said, the increases are of concern and are a cause for continuing monitoring by the Board.

Table 4: Complaints (Comp 1), appeals (Comp 1a) and Confidential Access (Comp 2) in reporting year 2022 – 2023

Establishment	Comp 1	Comp 1a	Comp 2		Grand Total
			HMPPS	IMB	
Internal	2,096	430	389	22	2,937
Outbound	216	52			268
External Inbound	85	14			99
Grand Total	2,397	496	389	22	3,304

5.8 Property

- 5.8.1 The Board, together with the prisoners, continues to be frustrated that the Prison Service remains unable to properly manage prisoners' property when transferring between prisons. This problem increases year-on-year with no signs that the prison service has any strategies to reduce or resolve it. During the reporting year, of the 268 complaints/appeals to other establishments, 184 related to property; an increase to 69.7% of the total, up from 50.2% for the previous period which was already an increase from 42.7% the year before. There were also 48 complaints about property to HMP Littlehey from other establishments, representing 48.5% of the total of 99 (see Table 4 above).
- 5.8.2 The Board is encouraged to see that the number of property complaints made to HMP Isle of Wight, HMP Chelmsford, HMP Bedford and HMP Peterborough show a downward trend, although as they still account for 17.5% of the external property complaints there is still significant room for improvement. Of the most concern to the Board is the performance of five London prisons. Four of these five (HMP Thameside, HMP Wandsworth, HMP Pentonville and HMP Wormwood Scrubs) between them account for 91 property complaints, 34% of the total property complaints to external prisons. In addition to the number of complaints, these prisons often have to be chased, sometimes multiple times, to obtain any response, causing yet more distress to the prisoners affected whose missing property can contain important legal and cherished personal items. The Board will continue to actively monitor this area in the future.

6. Health and wellbeing

6.1 Healthcare general

- 6.1.1 The Board notes that primary and mental health staffing levels have continued to be a challenge to service provision with recruitment for both primary care and mental health staff being required with some inevitable impact on service levels. Physiotherapy services continued to operate at below optimal levels and the Board notes the upward trend in waiting times due to the reduction in physiotherapy clinics towards the end of this reporting year due to availability of staff.
- 6.1.2 Healthcare continued to see all prisoners on their arrival at HMP Littlehey and were actively involved with those on ACCTs, including regular attendance at reviews. They also attended rule 45 reviews and conducted daily CSU visits to ensure the care needs of those in segregation were closely monitored.
- 6.1.3 The average monthly number of healthcare complaints received during the 2022-23 year decreased significantly when compared to last year from 16.9 to 10.75. Over 73% of these related to the care provided or medication issues, which was an increase of 6% on similar complaints last year. In addition, 15.75% of complaints related to the optician service, which was not an area of complaint in previous years. The Board looks forward to seeing the issues which have led to these complaints being resolved in the future.

6.2 Physical healthcare

- 6.2.1 The Board is pleased to note that most clinics ran as planned, although, as reported last year, physiotherapy continued to show the most clinics cancelled, albeit at a lesser rate than previously.
- 6.2.2 The numbers of prisoners who did not attend their appointments (DNAs) once again fluctuated during this reporting year from a low of 7.7% in February 2022 to a high of 13.3% in September 2022. The Board is pleased to see that the trend in DNAs is downward since this early autumn high.
- 6.2.3 The Board is disappointed to see the continuing long waiting times for optician, physiotherapy and ultrasound appointments. In particular, the wait to see an optician has been significant during this reporting year with waiting times ranging from 14 to 21 weeks for the eight-month period from March to October 2022. The Board is pleased to see that these waiting times were showing a downward trend by the end of the reporting year, albeit they remain high.

6.3 Mental health

- 6.3.1 The mental health team's caseload was slightly lower than last year and ranged from 73 at the beginning of the year to 66 by the end of the reporting year. In addition to managing their caseload the team addressed an average of 30 referrals and conducted an average of 20 mental health assessments each month. The Board is pleased to see that the average waiting time to see

someone from the mental health team was six days, although is concerned that this increased to two weeks during the holiday period as there is no provision for covering either planned or unplanned absences of this team.

- 6.3.2 The Board is also pleased to see the introduction of mental health drop-in clinics on a Friday afternoon which have helped prisoners manage their mental health and seek ad hoc support as they needed it.

6.4 Social care

- 6.4.1 The Board is pleased to report that the high standard of social care at HMP Littlehey continues with strong links between the prison, healthcare and social care. The level of palliative care also remains high and the Board is confident that the growing need for such care at the prison will be met with professionalism and empathy.

- 6.4.2 Of note this year has been the training of wing staff in recognising and managing dementia. This has given them strategies and confidence in supporting prisoners suffering from this degenerative condition while working in conjunction with the specialist agencies.

- 6.4.3 The Board is also pleased to see initiatives, such as the Older Prisoner Wings Awareness day in October 2022, where the prison engaged with prisoners' relatives to build understanding of the level of care provided by the prison to those who need additional or specialist support.

6.5 Exercise, regime

- 6.5.1 HMP Littlehey continues to provide an excellent PE/exercise regime and, once the restrictions of Covid were lifted from May 2022, options for engaging in PE/exercise during the day, evening and at weekends gradually increased. By January 2023 these options included multiple teams covering cricket, football, running, badminton and basketball as well as standard gym and weights. Many of the team sports run as leagues with enthusiastic participation by both prisoners and the staff managing these events.

- 6.5.2 By the end of the reporting year prisoners were engaged in approximately 3.5 hours of personal physical activity each week. This is significantly above the HMPPS benchmark of 2.5 hours per prisoner per week and the Board notes that these figures have been achieved despite curtailments due to staff redeployment or regime changes necessitated by staff shortages.

- 6.5.3 During the year the PE department increased the sessions run for groups within the prisoner population. This has included those involved with the substance misuse team, the LGBTQ+ population and extended options for older prisoners, including yoga sessions. The sessions run exclusively for the ISP (Indeterminate Sentence Prisoners) population were very well received and gave this group an opportunity to talk about their concerns with others in a similar position while exercising.

- 6.5.4 The Board is also pleased to note the strong links between PE, healthcare and education which have enabled the provision to be tailored to the needs of the prisoners. The provision of accredited courses in vocational qualifications such as First Aid, Diet and Nutrition and Healthy Living and the PE Orderlies being registered for peer monitoring qualifications are also to be applauded.
- 6.5.5 The Board continues to be disappointed that the gym and weight resistance rooms in both Woodlands and Lakeside gyms contain equipment that is old, rusty and ripped, with the potential health and safety implications associated with such facilities.

6.6 Drug and alcohol rehabilitation

- 6.6.1 From October 2022 the Phoenix Futures team expanded their services to cover prisoner wellbeing in addition to their support for prisoners with substance misuse issues. This has included working proactively with healthcare to help prisoners reduce their dependencies and attending the Friday afternoon drop-in clinics alongside the mental health team.
- 6.6.2 They continue to see all new arrivals to the prison to offer their services and are available to all prisoners by self-referral. In addition to working closely with prisoners on a one-to-one basis, their work also covers providing brief interventions and welfare checks as needed by prisoners or the prison. As at the end of the reporting year they were providing support for over 12.6% of the prison population.
- 6.6.3 The Board is pleased to note the increasing visibility of the services offered by this Recovery and Wellbeing team and their responsiveness to support the needs of the prisoner population as demonstrated, for example, by their running of smoking/vapes focus groups on some wings. These focus groups, together with their introduction of acupuncture services, have been very positively received.

6.7 Soft skills

- 6.7.1 Prisoners were able to benefit from a range of extra-curricular activities including the Irene Taylor Trust music workshops. Once again the Board also acknowledges and commends those who have been recognised in the Koestler Awards. HMP Littlehey's submissions were one of the largest in the service covering poems, watercolours, craft, short stories and sculptures. 64 entries won awards including Platinum, Gold, Silver and Highly Commended.

7. Progression and resettlement

7.1 Education, library

- 7.1.1 The most recent self-assessment report into the education provision at HMP Littlehey, conducted in November 2022, concluded that although significant improvements had been made to the education provision since their previous assessment in March 2022 the overall provision continued to need improvement.
- 7.1.2 Based on Board observations, the points raised in the self-assessment are acknowledged. In addition, it is noted that learner attendance is the highest amongst its comparative prison group and interest in learning has remained high despite the changes in education management. The Board has also observed that respectful relationships exist between learners and staff with learners responding to the generally positive support provided by staff.
- 7.1.3 The Board has been pleased to see the significant improvement in English and Maths provision following the appointment of the new functional skills team and the learning options available for learning these skills (via face-to-face, blended, remote, outreach and fast-track). It also acknowledges the supportive role played by the Shannon Trust through its new manager and 27 mentors in supporting English and Maths learners. It looks forward to seeing this continue in the future.
- 7.1.4 It is disappointing to note the administrative and communication issues experienced by the prisoners on open university courses and the Board hopes that these issues will be fully resolved as quickly as possible to enable the learners to focus on their courses rather than the associated paperwork.
- 7.1.5 The Board is pleased to see the celebration of success events, where prisoner achievements are recognised and certificates are presented by the Governor, have continued and been expanded during this year. Feedback received indicates prisoners are appreciative of the recognition given by these events.
- 7.1.6 Wing libraries were introduced during Covid and have remained following the resumption of the normal prison regime due to their popularity.
- 7.1.7 The library provision during this reporting year has continued to be curtailed due to staffing issues with only Woodlands Library being open throughout the year. Despite this almost 75% of the prison population are members of the library. The Board looks forward to Lakeside Library being fully re-opened as soon as staffing allows.
- 7.1.8 Despite only having the one library, all wings have the opportunity to visit the library and the library continues to provide outreach services so that prisoners can access all library resources, including those held in Lakeside library. The wing library representatives play a key role in publicizing library

resources and activities as well as managing requests, wing library visits and dvd provision.

- 7.1.9 The library also timetables sessions for the Shannon Trust, for quiet time (when prisoners can conduct their own research), education (for those on education courses) and games. The games sessions are very popular and provide an opportunity for prisoners to meet up with prisoners who are on other wings which is much appreciated by those attending.

7.2 Vocational training, work

- 7.2.1 At the end of the reporting period, of a total population of 1,171 prisoners, 300 had no assigned activity for any part of the day (25.6%). Excluding those noted as fully retired, the proportion of all-day unassigned prisoners was 15.5% which is slightly more than the previous year (14.6%).
- 7.2.2 The Board notes that by the end of this reporting year the average number of prisoners assigned to the workshops was circa 250 and, as with education (see 7.1.2 above), the attendance of those assigned is high. This is despite some issues with staffing which have resulted in short-term closure of workshops on occasion.
- 7.2.3 The Board is pleased that once Covid restrictions were removed the prison returned to providing an extensive range of vocational training including catering, warehousing, horticulture and practical cleaning as well as craft skills such as carpentry, painting and decorating, plumbing and engineering. The Board acknowledges the importance of such skills acquisition in helping the employability of the prisoners on their release.
- 7.2.4 The Board is also pleased to see the prison continues to seek additional vocational opportunities to help the prisoners acquire new skills, such as the roofing course which was made available this year.
- 7.2.5 The Board once again notes the excellent work carried out at HMP Littlehey by the Fine Cell Work charity and their continued support of prisoners involved in this work following their release. The exceptional work completed by prisoners employed by Fine Cell either in their workshop or via in-cell work is truly admirable and something they should be very proud of.
- 7.2.6 Once again the gardens team delivered outstanding gardens around the prison with their achievement recognised by being awarded as runners-up in the Windlesham Trophy, the national prison gardens competition. An improvement from their fourth-place last year. The Board notes that the team achieved this using all their propagation and gardening knowledge and with very limited funds being available.

7.3 Offender management, progression

- 7.3.1 As the prison regime returned to pre-Covid conditions the opportunities for progression for prisoners became more readily available with face-to-face meetings with prison offender managers (POMs) and prisoners being able to proactively address their offending behaviours through attendance on programmes.
- 7.3.2 The Board is pleased to see that progress on offender assessment system (OASys) reports has continued to improve with prisoners arriving at HMP Littlehey receiving an OASys assessment shortly after their arrival. This includes both those that have arrived from other prisons without an assessment and those arriving following initial sentencing. In addition, the Board acknowledges the progress made in clearing the backlog of OASys reports for those prisoners already at HMP Littlehey and looks forward to seeing the remaining small backlog cleared soon. It is also acknowledged that the ability to clear this backlog is made harder by the continuation of prisoners being transferred from other prisons without an OASys assessment.
- 7.3.3 The Board was pleased to see the focus remaining on sequencing (through which relevant programmes are arranged in an order which best enables the prisoner's rehabilitation) throughout this reporting year. The additional sequencing session scheduled each week throughout January 2023 demonstrated the desire to have up to date sequencing plans for all prisoners and did result in significantly reducing the backlog. The Board would like to see this progress to continue.
- 7.3.4 The Board is pleased to see offending behaviour programmes starting to return to pre-Covid levels with 37 Horizon, 15 Kaizen and six healthy sex programme (HSP) programmes started by the end of January 2023. This contrasts to the four Kaizen and three Horizon programmes run last year during Covid restrictions. Despite the higher number of programmes being run the waiting list to access these remains high. In addition to running the programmes, this team conduct significant numbers of Programme Needs Assessments (PNA), which are completed face-to-face. The Board recognizes that, as in previous years, securing and training sufficient staff to deliver these demanding programmes has impacted delivery and this year the reduced availability of qualified psychology supervision has added to this. The Board hopes to see this situation improve in the future.

7.4 Family contact

- 7.4.1 The Board is pleased to see the effective working relationship that has developed between the prison and Invisible Walls, who took over the management of visits in October 2022. This has enabled any issues to be quickly resolved, for example the provision of food for visitors and the communication of the process for booking visits. The re-introduction of regular meetings to review activities and seek improvements is also positive.
- 7.4.2 The attention being given to providing visits days for specific groups in the

prison is also to be commended. Examples of this are the family days run for ISPs (Indeterminate Sentence Prisoners) in the autumn and the one child visits in December 2022, both of which were well received by prisoners and their families.

- 7.4.3 The Board also acknowledges the collaboration between departments in the prison, Invisible Walls and external charities (e.g. Men's Shed) to consider the visits and contact needs of those prisoners who do not have any social visits from family, of whom there are many at HMP Littlehey. The Board looks forward to seeing the outcome of these discussions in due course.

7.5 Resettlement planning

- 7.5.1 As in previous years HMP Littlehey continues to release significant numbers of prisoners despite it being a training rather than a resettlement prison. During this reporting year the Board is pleased that this number has continued the downward trend noted in last year's report, with 164 prisoners released in the 12 months up to 31 January 2023 compared with 213 the previous year (source: [HMPPS Performance Hub](#), 26 March 2023). The Board recognizes that with the pressures on the prison system due to the size of the prison population it is likely that this positive reduction over the last two years will not continue.
- 7.5.2 63 (38.4%) prisoners were released on a Friday (source: [HMPPS Performance Hub](#), 26 March 2023), which is approximately a third lower than the previous year (42.7%). The releases across Monday to Thursday have been quite evenly split. The Board is encouraged by this given its concerns with the challenges of the rural location and the need to travel to planned accommodation.
- 7.5.3 The Board is also encouraged that only eight prisoners were released to transient accommodation or without accommodation, down from 24 the previous year and now accounting for only 4.8% of the total releases. Although the Board would like to see no releases without permanent accommodation it recognises the challenges presented by the prisoner population. It hopes that the appointment of the new Housing Specialist towards the end of this reporting year will help to further reduce the number of prisoners released in this way.
- 7.5.4 Also of note is the number of prisoners released immediately before or during public holiday periods, when public transport restrictions may offer additional challenges. In this reporting year this has risen to 5 compared to 3 in the previous year (source: [HMPPS Performance Hub](#), 4 April 2022). Although these numbers are small as a percentage of all releases the figure is double the previous year (3% compared to 1.4%). As noted last year the Board's concern with such releases is the potential negative impact on the released prisoners of public transport restrictions during these times. The

Board hopes the increase this year will not become a trend in the future.

- 7.5.5 The Board is pleased to see the resumption of the services provided by resettlement agencies such as CF03 to help prisoners prepare for their release and their post-prison lives. It is encouraged to see that almost 150 prisoners were supported by CF03 over the reporting year with 60 being supported as at the end of January 2023. The different approaches used, for example the Sound and Vision Programme run towards the end of the reporting year, are of particular note.
- 7.5.6 The appointment of OMU Orderlies to support prisoners with their day-to-day resettlement queries has been a positive addition and has enabled OMU staff to focus on other activities such as setting-up and running regular discharge boards and meeting with prisoners within 15 weeks of their release date to compile their resettlement plans and support them through to their release.

The work of the IMB

- 8.1.1 The period began with 10 Board members, four of whom resigned by the summer 2022. In addition, one reached the end of his 15 year tenure in May 2022, one commenced a sabbatical from September 2022 and one was able to provide only remote support following their move from the area. A recruitment campaign in spring 2022 resulted in the appointment of three new members in late May 2022 of which one resigned and two were unable to engage for much of the year. The effective membership was therefore three at the end of the period.
- 8.1.2 Another campaign was started in November 2022, with interviews taking place early in 2023 although appointments from these interviews would not join the Board for some months.
- 8.1.3 The number of changes in Board personnel and the small number of active and trained members during much of the reporting year has affected the level of monitoring. This situation is unlikely to change until the number of Board members increases and the Board stabilizes for a period of time.
- 8.1.4 During the reporting year the Board held 11 Board Meetings, 10 face-to-face in the prison and one via zoom. It attended CSU every week when prisoners were in situ and conducted weekly sessions to answer prisoner applications to the Board. Rotas were also conducted regularly until autumn when numbers required these to become more ad hoc and thematic. Selected prison meetings were attended such as for Diversity and Inclusion, Prison Council and Visits, in addition to subject-specific forums. Prison management meetings were also attended on an ad hoc basis.
- 8.1.5 The Board is a good team with varied backgrounds and a range of complementary skills and strengths. It enjoys generally good relations with prisoners and staff, evidenced by the number of people who approach while Board members are in the prison.

Board statistics

Board Statistics	
Recommended complement of Board members	16
Number of Board members at the start of the reporting period	10*
Number of Board members at the end of the reporting period	7**
Total number of visits to the establishment	322
Total number of segregation reviews attended	167

*In addition to those unable to visit the prison because of the pandemic during the previous reporting period, three others did not engage for several months. The effective number of Board members at the beginning of the period was therefore seven.

**Several members resigned during the reporting period. Of the remaining members, one has not engaged for several months while others are unable to fully engage due to other commitments including employment. The effective number of Board members at the end of the period was therefore three.

Applications to the IMB

- 8.1.6 IMB applications decreased from 281 to 268, the majority of these were answered by letter from the IMB office with meetings held with prisoners to clarify issues when needed.
- 8.1.7 The significant increase in the number of applications relating to accommodation was the result of a major failure of the heating system on the wings which coincided with the extreme cold weather in mid-December 2022.
- 8.1.8 Of the 22 confidential complaints to the IMB all were invalid and could have been answered by prison staff. From January 2023 the IMB was no longer part of the confidential access process.
- 8.1.9 Property complaints to the IMB, especially regarding other prisons, remain a big issue which HMPPS still needs to adequately address.

Code	Subject	Previous reporting year 2022	Current reporting year 2023
A	Accommodation, including laundry, clothing, ablutions	35	52
B	Discipline, including adjudications, incentives, sanctions	6	7
C	Equality	10	9
D	Purposeful activity, including education, work, training, library, regime, time out of cell	15	22
E1	Letters, visits, telephones, public protection restrictions	18	24
E2	Finance, including pay, private monies, spends	5	6
F	Food and kitchens	0	9
G	Health, including physical, mental, social care	20	8
H1	Property within this establishment	14	13
H2	Property during transfer or in another establishment or location	38	22
H3	Canteen, facility list, catalogue(s)	7	10
I	Sentence management, including HDC, release on temporary licence, parole, release dates, re-categorisation	16	7
J	Staff/prisoner concerns, including bullying	23	21
K	Transfers	7	5
L	Miscellaneous, including complaints system	45	31
	Confidential Access	22	22
	No Show	N/A	N/A
Total number of applications:		281	268

Annex A: Service Providers Listing

Service	Service Provider
Dental Care	Prisoner Centred Dental Care
Diversity & Inclusion	Zahid Mubarak Trust (ZMT)
Education	PeoplePlus CF03
Library	Suffolk Libraries
Healthcare, including Mental Health	Northamptonshire NHS Foundation Trust
Pharmacy	Lloyds Pharmacy
Prisoner Support	Samaritans Prison Fellowship Peace Partners Relate Shannon Trust Sue Ryder Christians against Poverty Mothers Union
Resettlement	National Probation Service
Social Care	Cambridgeshire County Council
Substance Misuse Programmes	Phoenix Futures Recovery & Wellbeing Team
Visitor centre & hall	Invisible Walls (a G4S company)



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