



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

**For reporting year  
01 April 2022 – 31 March 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**

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

HMP Peterborough men's prison is a category B local and reception/resettlement prison. The operational capacity is 892 and most cells are doubled<sup>1</sup>. There are three modern residential house blocks containing 12 wings, including early days in custody (the induction wing), drug detoxification and safeguarding. Facilities include a large gym, chapel, workshops, classrooms and a library.

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

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

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<sup>1</sup> 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

### **3. Key points**

#### **3.1 Main findings**

The Board has found HMP Peterborough to be generally well led and managed. The regime is disciplined, structured and fair. Prisoners have been observed to be treated with respect, care and compassion. The Board is very concerned at the number of prisoners showing extreme symptoms of mental illness.

#### **Safety**

There has been a maintained focus on safety, with much improved multi-disciplinary working (paragraph 4.2.2). It is pleasing to see self-harm and the use of force to prevent self-harm decrease for the third year in a row (paragraphs 4.2, 4.3). Violence is generally well controlled, although prisoner on prisoner assaults have remained level, prisoner on staff assaults are slightly up, while staff use of force to maintain good order is slightly down. Of concern, as the prison focusses on increasing time out of cell and purposeful activity, is prisoner on prisoner fights, which have nearly doubled in the last year. National overcrowding has stretched the reception process, largely the prison has been observed to have coped well, but there have been problems with arrivals' medications (paragraph 4.1.3) and the support for those with poor English (paragraph 4.1.4).

#### **Fair and humane treatment**

Accommodation and facilities are generally good, as is food and canteen (paragraph 5.1). Segregation has been observed to be well managed (paragraph 5.2). Prisoners' relationships with staff have been observed to be good in the main, though there are some concerns with keywork, which is meant to provide certain groups of prisoners with support from a nominated individual member of staff (paragraph 5.3). Few diversity and inclusion concerns have been raised (paragraph 5.4).

#### **Health and wellbeing**

Health services are generally on-par with the community. Delivery is via several different contracts, with too often are poorly integrated (paragraph 6.1.1). Prisoners are often critical of health services; when the Board investigated it was found that communication about health matters was weak, which led to misunderstandings and unrealistic expectations (paragraph 6.1.2).

The Board is extremely concerned about the number of prisoners who have been sent to HMP Peterborough while showing symptoms of severe mental illness (paragraph 6.3.2). If these individuals, as should be the case, had been diverted from court and Sectioned for assessment, their treatment would have been considerably more humane than a prison can provide. The prison management and staff have been observed to have done their absolute best, despite the toll that constant observation and forceful intervention has taken on officers.

#### **Progression and resettlement**

Education attendance has increased post-Covid-19, and special education needs (SEND) are now well embedded (paragraph 7.1.2). Work attendance is inconsistent,

and the prison is reviewing the offering to improve future employability. The offender management unit has experienced staff absences but has prioritised public protection and safeguarding work. Priority is given to maintaining family links (paragraph 7.4) and resettling prisoners into accommodation (paragraph 7.5.5).

### **3.2 Main areas for development**

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

Can the Minister continue to focus on reducing the time some men are held on remand?

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

What steps is the Service taking to ensure that the Probation Service is adequately staffed, especially in respect of Community Offender Managers?

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

What steps are being taken to contain prisoner on prisoner violence?

What steps are being taken to control drugs entering the prison?

Can the Director continue to focus on embedding quality key work?

### **3.3 Response to last report**

Issue raised	Response given	Progress
<b>Minister</b> The Board is concerned at the length of time some remand prisoners are held.	Various measures taken to increase Court capacity and ensure priority given to appropriate cases. Outstanding Crown Court caseload reduced to 57,900 at March 2022.	Outstanding Crown Court caseload increased to 62,235 at March 2023. Median case completion time increased by 8% in the same period.
<b>Prison Service</b> The Board is concerned that the handover from Community Rehabilitation Companies (CRCs) to the Probation Service left gaps in provision of resettlement services, and that NPS will be restricting their activities further. The Board would expect to see the full range of resettlement support provided.	Providers of Accommodation services contracted. Development of Finance, Benefit and Debt service. Pre-Release teams embedded in all resettlement prisons.	In progress

<p><b>Director</b></p> <p>The Board welcomes the renewed focus on staff retention and development and will monitor the outcome in the coming year. The Board also welcomes the continued downward trend in violence in the last year and will monitor developments as the regime restrictions are relaxed.</p>		<p>There has been additional focus on staff retention including scheduled time for team leader/manager support, personal development plans and consultation programme. Continued recruitment through the year. Reconfigured cross-disciplinary Safety Interventions meeting.</p>
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## **Evidence sections 4 – 7**

### **4. Safety**

The prison has continued to keep safety as a strategic priority and has maintained the required investment in time and resources, as shown in the implementation of the new format of multi-disciplinary Safety Interventions Meeting (SIM). This has been effective at bringing more of a “team” approach to managing individuals and the Board sees this as a positive step forward.

#### **4.1 Reception and induction**

**4.1.1** The Board has observed that in the main reception processes continue to run smoothly. However, the Board has observed an increase in pressure on these systems caused by the increase in prisoner movements – prisoners have been arriving both earlier in the day, and much later, and remand prisoners going to court cannot be confident they will be returned to the same prison so they are required to take all of their property which increases workloads on reception. The availability of peer support resources (“*Insiders*” and others) has been stretched at times and these peer workers have been working for longer hours, often returning to their cells much later in the evening.

**4.1.2** With the increase in demands on reception in the later months of the reporting year, there have been more issues with property, especially when arrivals have been late in the evening. At times this has resulted in property going missing or being delivered late to prisoners, and poor or no communication on why certain items are not permitted, which is often unsettling for prisoners in custody for the first time.

**4.1.3** Prisoners can be left without their prescribed medications for days and in some cases weeks without discussion or communication. This arises because the reception/medical team can be late processing prescribed medication that comes in with prisoners either when new to custody, transferring to the prison, returning from medical appointments or on recall. Prisoners then have to find help to resolve the problem through their key worker, wing officers and via applications (written representations from prisoners) to the Board. Missing medication or delays in receiving it is a factor in prisoners threatening to self-harm and self-harming.

**4.1.4** It appears that the available induction materials translated in a number of foreign languages are not always provided. The anxiety and stress which can lead to risks to safety at the start of a prisoner’s stay might be reduced by the consistent provision of better quality foreign language materials in reception.

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

**4.2.1** The Board has noted a decrease in the number of self-harm incidents for another year which is positive and may reflect prisoners feeling less stressed as the Covid-19 pandemic recedes.

	<b>2022/23 Post-Covid-19</b>	<b>2021/22 Covid-19</b>	<b>2020/21 Covid-19</b>	<b>2019/20 Pre- Covid-19</b>
<b>No. Incidents of Self Harm</b>	420 ↓7% on previous year	452 ↓7% on previous year	485 ↓29% on previous year	689
<b>UoF to prevent incidents of Self Harm</b>	9 ↑50% on previous year	6 ↓50% on previous year	12 ↓8% on previous year	13

**4.2.2** In the latter half of this reporting period the prison refined its approach to the management of safety, initiating the new multidisciplinary SIM meeting, which:

- now requires those involved to attend in person, and not by remote access
- reviews progress in the management of individuals at risk of self-harm, taking into account input from the Mental Health Teams
- reviews potentially violent prisoners who have been put on Challenge, Support and Intervention (CSIP) plans.

The Board views this new meeting, and the case management disciplines associated with it, as a positive development because of the expectation that decisions and actions taken as a result of the meeting will have a positive impact for the prisoner and where this is not achieved new methods are considered and implemented reflecting an agile and responsive approach.

**4.2.3** The Board has continued to monitor the assessment, care in custody and teamwork framework (ACCT) which have been observed to be fairly managed. The Safer Custody Team and peer support workers such as the “Insiders” continue to offer strong support to those at risk of self-harm through discussion and offering distraction resources. The prison management has initiated a focus on peer support resourcing in recent months and in the coming year the Board will be monitoring these services more closely.

**4.2.4** There were 11 deaths in custody in 2022/23 which is an increase on the previous reporting year. In parallel with the community at large, the prison has an aging population and so some increase in deaths from age related natural causes is inevitable.

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

**4.3.1** Although there has been a lot of work done to contain the most violent prisoners the recorded incidents of violence – particularly fights – has shown significant growth. This is partly because incidents are tending to involve more participants.

	<b>2022/23 Post-Covid-19</b>	<b>2021/22 Covid-19</b>	<b>2020/21 Covid-19</b>	<b>2019/20 Pre-Covid-19</b>
<b>Prisoner on prisoner assaults</b>	166 ↓5% on previous year	175 – 8 serious ↓1% on previous year	177 – 15 serious ↓53% On previous year	381 – 56 serious
<b>Prisoner on prisoner fights</b>	108 ↑80% on previous year	60 – 1 serious ↑11% On previous year	54 – 2 serious ↓51% On previous year	110 – 7 serious
<b>Prisoner-on-staff assaults</b>	82 ↑6% on previous year	77 – 9 serious ↓4% On previous year	80 – 14 serious ↓30% On previous year	114 – 18 serious
<b>Use of Force by staff to maintain good order.</b>	440 ↓4% On previous year	460 ↓11% On previous year	518 ↓29% On previous year	727

Use of force to maintain good order covers action to prevent:

- Fights, and assaults on staff/prisoner
- Damage to prison property and cell fires
- Incidents at height
- Threatening and abusive towards staff/prisoner

- Attempted assaults on staff/prisoner
- Attempts to escape, or obstruct an officer
- Attempts to conceal contraband, or gain access to an unauthorised area
- Action to enforce lawful orders

**4.3.2** Segregation continues to be used to deter bad behaviour and support the good order of the prison. The increased focus on key-worker interaction with prisoners, while not a perfect system and under strain due to the increasing numbers of remanded prisoners, should act as a good opportunity to intervene and reduce the need to segregate prisoners which the Board hope to see reflected in statistics in the next reporting year.

**4.3.3** The continued use of CSIPs to manage the behaviour of violent individuals is seen as beneficial and while CSIP reviews have been observed during the reporting period, they continue not to receive enough attention by the Board due to difficulties in knowing when they are occurring to be able to attend.

**4.3.4** Vulnerable Prisoners (VPs) report feeling safer now their wings have been relocated to an area that allows them access to an additional space giving them better association time, access to library and education opportunities. With increased efforts to move VPs off the induction wing swiftly, new VPs are experiencing a more normal and less threatening experience in their early days in custody.

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

**4.4.1** It is encouraging that while the prison has returned to more familiar pre-Covid-19 regimes, the use of force for the good order of the prison continues to decrease year on year. Added to that the recent introduction by the prison of a weekly review by a Deputy Director of all uses of force ensures staff involved receive feedback on their approach, technique and efficacy in their use of force. Full debriefs for all uses of force continue to take place and those sessions observed by the Board have been clear and well-run.

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

**4.5.1** Mandatory drug testing was re-introduced post-Covid-19 and the results are poor with the most recent figures showing failure rates circa 39%, although that proved an exception.

**4.5.2** Psychoactive drugs such as spice are prevalent despite measures implemented in the previous reporting year to photocopy all mail and cards. More recently the prison has now implemented a policy where all photographs and cards for prisoners must come from third-party external providers such as Vistaprint, Photobox or Moonpig, yet there is still a problem with drugs coming into prison via throw overs, passes during visits and counterfeit legal mail. Specialist search dogs continue to be used on mail items and at visits to minimise the drug traffic into the prison.

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

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

**5.1.1** General maintenance of the fabric of the buildings continues unhindered following the cessation of Covid-19 countermeasures. In addition, littering in communal areas raised in the previous report has significantly reduced due to face masks no longer being used. The Board is however concerned that several key items of kitchen equipment are unserviceable; this can mean that at times there is significant strain on the kitchen to produce a full menu. The Board has been assured that there is a plan to address this.

**5.1.2** Privacy screens have been installed in the shower areas and around in-cell toilets, which has significantly improved the dignity of the prisoners. Men are usually given privacy keys for their cells where available. Although most, when asked, do seem to have a key for a private locker, it remains an issue that the keys often go missing.

**5.1.3** Climate control continues to be a concern when the prevailing weather is hot or cold, with inadequate fan provision in the summer and heating issues arising from the boiler in the winter.

**5.1.4** Cells continued to have name cards identifying the occupying prisoners, and for those it applies to, the correct personal emergency evacuation plan (PEEP) labelling. However, the Board is concerned that on some occasions the officers on duty did not know how to locate the PEEP plans for the wing. All areas are accessible by wheelchair users, but the Board remains concerned that there are insufficient disability-adapted cells or equipment.

**5.1.5** This year, there appeared to be a drive to enhance the utility of the notice board by ensuring the information was regularly updated and continued to be relevant.

**5.1.6** All prisoners may wear their own clothes and are allowed to have periodic deliveries of additional clothing into the prison, with additional deliveries granted for those prisoners on the enhanced level of the incentives scheme.

**5.1.7** From Board observations, the food continues to be received on time, meals remain fit for consumption, and servery workers wear appropriate attire during meal service. The Board is concerned that food handling practices are inconsistent across the prison with some servery workers using gloved hands to serve the food rather than a utensil. However, the Board does continue to receive verbal complaints that food is bland and insufficient in quantity. Board members have also observed instances when not enough meals of certain items have been provided for the orders received, with servery workers doing their best to spread it out as best they can.

**5.1.8** The Board received 33 applications (7% of the total) relating to letters, telephone calls, visits etc. There have been several occasions when postal delays have been a significant feature of the applications received by the Board, which can cause distress or frustration. This appears to be caused by staff shortages.

## **5.2 Segregation**

**5.2.1** The male separation and care unit (MSCU) has 14 cells plus 1 special cell which was used on 5 occasions over the year. A total of 618 prisoners were placed in MSCU during the reporting year, which shows a slight increase on the 605 of the previous year. 11 prisoners, compared with 3 for the previous period, were held beyond 42 days. The Board noted that the prison staff made every effort to improve behaviour outcomes with these prisoners. There were 88 prisoners held on ACCT books which was a significant increase on the 46 of the previous year, with no evident reason for the increase other than a greater variety of prisoners from the remand population. Dirty protests increased from 9 to 17.

**5.2.2** The Board made every effort to monitor as many as possible of the 247 segregation reviews that took place and was reliably informed of their timings. The Board monitored a small number of the 2571 adjudications that took place with 247 not being proceeded with for various reasons. The Board's general perception was that all reviews and adjudications were conducted in an appropriate and fair manner with prisoners given every opportunity to offer their voice. Overall, the Board had no concerns about the operation of the MSCU and noted that many of the staff performed well in sometimes challenging circumstances.

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

**5.3.1** The key worker allocation and contact has since the resumption of a normal regime post pandemic, been less than expected. The allocation process works well averaging 90% and wing staff are assigned as key workers for prisoners on their respective wings, with senior officers assigned to complex cases. Contacts with prisoners are recorded weekly. From April to September 2022 the weekly average compliance sessions set against target population was only 22.1%. From October 2022 to the beginning of March 2023 this rose to an average of 44.6%. October 2022 was particularly successful peaking at 71%.

**5.3.2** Many prisoners remain unaware of the key worker system and its benefits. The time allocated to staff to perform their key worker tasks and complete the necessary documentation on each prisoner is not always sufficient. The Director has now instituted more robust training measures for staff, to ensure key work sessions included rehabilitation topics not merely welfare checks.

**5.3.3** The Board generally observes positive relationships between staff and prisoners. The Board particularly highlights the way that complex needs are managed, and adjudications and segregation reviews are dealt with in an open and engaging manner. The Board welcomes the increased management focus on officers' conduct and the refreshed approach to diversity and inclusion in this context, because these efforts help to spread a culture that is more likely to facilitate resettlement.

## **5.4 Equality and diversity**

**5.4.1** A permanent Diversity and Inclusion (D&I) manager was appointed in January 2023 following a period of temporary or no post holders, and the framework of

monitoring and reporting has been restored since then. The bi-monthly D&I meetings and Decency meetings, senior management sponsors and prisoner focus groups for the 9 protected characteristics are once again in place. There is an actively managed Equality Plan. Some instances of possible disproportionality have been highlighted and are being investigated further.

**5.4.2** As of March 2023, there were 207 foreign national (FN) prisoners, a 25% increase over last year. All had been seen within 3 days of arrival by a dedicated Foreign National Manager or Immigration Officer. During the year 53 FN prisoners were deported. In reception and the induction workshop written information is available for FN prisoners in 8 languages. Officers and staff have full access to a telephone Interpretation service. Sometimes, staff or residents who are fluent in the relevant language are called upon also, although staff are encouraged to use the telephone service when possible. Within the library there is also an international book section, although the choice is very limited.

**5.4.3** There was a total of 49 discrimination incident reporting forms (DIRFs) raised by prisoners during the reporting year, of which 85% were assessed within the permitted timescale. The D&I manager has been observed to ensure forms are available on each wing. There are 2 diversity representative peer workers, who attend all the prisoner focus groups.

**5.4.4** The canteen list offers personal care and dietary products for most needs. The kitchen offers appropriate choices for different cultural needs.

**5.4.5** There is a programme of celebratory and awareness events, with most religious festivals recognised as well as for example LGBT history week, Holocaust Memorial Day, mens' health awareness week and Black History month.

**5.4.6** The SEND team has been expanded and one practitioner is also included in the Safer Custody team. Assessment during induction is now routine, and the team prepares and distributes briefings for staff on individual prisoners when appropriate.

**5.4.7** The prison is accessible to disabled male residents with adequate lifts available for those in wheelchairs. A limited number of adapted cells and equipment are available for prisoner use, however an increase in elderly and disabled male prisoners has seen resources stretched. Blankets, special chairs, and mattresses are also readily available. The Board was however concerned that a bariatric prisoner continued to be housed in the healthcare unit with no suitable hoist throughout his sentence.

**5.4.8** The Board notes there is good support for transgender prisoners, who have individual care plans, and considers that transgender prisoners are treated fairly and with decency.

## **5.5 Faith and pastoral support**

**5.5.1** The faith needs of prisoners are met by representatives of 11 beliefs including Paganism which was unrepresented for a period. During that period, the Managing Chaplain tried to meet the faith needs of Pagan prisoners as far as was possible. As Covid-19 restrictions were lifted, services resumed with no observed problems with

attendance. The chaplaincy is visible within the prison and enjoys a good relationship with the prisoners. The occasional problem with Ramadan food provision was quickly resolved. Bereavement support was provided whenever necessary.

## **5.6 Incentives schemes**

**5.6.1** The last 12 months have seen full resumption of an incentive scheme in line with national instructions. The Board continues to receive applications concerning staff behaviour and incentive scheme awards, which often relates to incentive scheme awards being upheld when appealed.

## **5.7 Complaints**

**5.7.1** The prison received a total of 1112 complaints in the reporting year. This represented a 22% decrease over the previous year, with 83% responded to within the required timescale. The most significant areas complained about were property (17.4%), wing issues (11.1%) and canteen (10.3%). There were also 224 healthcare complaints, 98% of which were completed on time.

## **5.8 Property**

**5.8.1** The Board received 54 applications in the reporting year, 42 related to property issues within HMP Peterborough and 12 concerning property not transferred from elsewhere in the HMP estate or police custody. The Board also received several requests for assistance from Boards at other establishments regarding property missing on transfer, and made similar requests to Boards elsewhere.

**5.8.2** Issues at HMP Peterborough centre around theft from cells and losses during cell transfers, particularly when the cell has been cleared in the absence of the prisoner, and requests to access stored property. Property records are stored on cards, and as noted in our previous report an electronic system would have the advantage of greater protection from loss or damage, and be fully auditable. It remains the case that prisoners may request a log number to register for property to be sent in by family or friends every six months (three for those prisoners with enhanced incentive scheme status). There continues to be instances of items delivered to the prison going missing between the gatehouse, the property store and the wing.

**5.8.3** The prison has paid compensation for lost or damaged property six times.

**5.8.4** The Board received 13 applications relating to canteen, most concerning partial or non-fulfilment of canteen orders.

**5.8.5** The Board is concerned that on occasion books and other reading materials have been withheld from prisoners, either because they are in a foreign language and staff could not determine their content, or because staff had substituted their own opinion for checking the list of proscribed books.

## **6. Health and wellbeing**

### **6.1 Healthcare general**

**6.1.1** Healthcare services are observed to be delivered professionally, efficiently and in a caring manner, and are generally on-par with what is available in the community. However, services are provided under several different contracts. These organisations have not shown themselves to always work well together; for example, the Board has observed failure to share data or attend coordination or casework meetings. The approach to patient complaints is inconsistent, and not all complaints are monitored. From April 2023 most NHS services will be provided by one NHS Trust in partnership with the prison who will provide custodial management of outpatient appointments and the inpatient unit. It is hoped this will allow a marked improvement in coordination.

**6.1.2** The Board undertook an informal survey regarding prisoner beliefs about healthcare, which showed a strong general feeling that services were poor. The Board's monitoring indicated the service was adequate in most respects. The survey highlighted both a general lack of understanding about how to access services, and many instances of unrealistic expectations, for example a same-day face-to-face routine appointment with a GP. There is poor provision of information to prisoners; induction information is lacking, there is little provision of peer support, wing officers are unaware of process and ongoing communication is minimal. The Board believes that improved communication with prisoners would have a beneficial effect on prisoner morale.

### **6.2 Physical healthcare**

**6.2.1** There have been some delays in hospital referrals post-Covid-19 and it has proven challenging to provide effective pharmacy services. This has contributed to the issues with previously prescribed medication at reception (paragraph 4.1.3).

### **6.3 Mental health**

**6.3.1** The prison has experienced concerning delays in arranging assessment and admission to hospital for the mentally unwell. There is also a perceived shortfall in psychiatric coverage.

**6.3.2** The Board has very strong concerns about the provision of care for those prisoners who show extreme behaviours, and who are remanded, sentenced, or detained in a place of safety by courts, rather than being diverted into detention by NHS Diversion Teams under the Mental Health Act. The prison has received prisoners who are suffering terribly, and must try to detain them humanely, with staff who have no mental health training. Although support is provided by mental health professionals on site, these lack the treatment options that would be available had these prisoners been Sectioned. The suffering the Board witnesses is inhumane. For example:

- Prisoners on constant 1:1 watch, which takes a toll on the officers. The Board acknowledges and is grateful for the dedicated care and compassion shown.
- Prisoners who show symptoms of psychosis who are in terror or paranoia about their situation, who scream and bang or foul their cells or refuse food or

are violent. These prisoners often have a restricted regime or have to go to the segregation unit to control their violence for their own protection.

**6.3.3** The Board has observed the detrimental effect the presence of these patients sometimes has on the other prisoners in the healthcare unit, as their peace and ability to sleep at night is regularly disturbed.

#### **6.4 Social care**

**6.4.1** The timely provision of appropriate carer support has improved during the year. There has also been an effort to ensure wing officers and others are aware of how to make a referral for assessment. Appropriate equipment is generally available. The Board notes that pre-release planning now better takes into account any social care needs.

#### **6.5 Time out of cell, regime**

**6.5.1** Time out of cell for standard and enhanced prisoners averaged 7.48 hours daily. This reflects a shorter time early in the reporting year and some ongoing staff shortages requiring some curtailment of regime, particularly at weekends. The Board notes that the Healthcare Unit provides a limited regime beyond exercise in the open air.

#### **6.6 Drug and alcohol rehabilitation**

**6.6.1** The Board notes that there were some issues with pharmacy delivery.

#### **6.7 Soft skills**

**6.7.1** The prison has now restarted delivery of a number of programmes to address behaviour for example key living skills (Road to Success), thinking skills, recovering from trauma (Building Resilience) and positive parenting.

## **7. Progression and resettlement**

### **7.1 Education, library**

**7.1.1** Education has gradually returned to normal this reporting year, although the education manager left during this time and his permanent replacement has not yet joined the prison. There were some tutor vacancies.

**7.1.2** SEND capability is now embedded in all practice and the team has been expanded, which is reportedly appreciated by prisoners.

**7.1.3** There has been a backlog of prisoners requiring induction at certain times owing to rapid churn of the population; a streamlined quicker induction process has been introduced for prisoners who have been at Peterborough before, which has helped to manage this.

**7.1.4** Improving attendance has been a management priority and has been successful, with attendance at over 80% consistently for several months.

**7.1.5** Peer support workers including Shannon Trust mentors are back up to full strength.

**7.1.6** The library is well used, with popular activities including a chess club and over 50s group. Work has been done to try and address low use by some prisoners groups. A separate small library for VPs has been created close to their residential wings, although the opening times have been very restricted owing to staff availability issues.

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

**7.2.1** The prison population has gradually changed following the re-rolling of 2019-21, with a much higher proportion of remand prisoners resident, and prisoners returning to their local establishment only 12 weeks before release. The prison has now been able to start addressing this after Covid-19, so the training and work offering has been reviewed during this reporting year, and some changes are being made, as described below.

**7.2.2** The industries manager left part way through the reporting year and was not replaced for several months. Improving attendance has been a management priority; however given that not all on offer is appropriate, this has been challenging. An Employment Advisory Board with a Chair from the local business community has been established to improve links with local employees and help to tailor the prison's work offering to their requirements. This has already led to the planning and development of new workshops (go-kart repair and maintenance, rail track maintenance) which will be implemented in the next reporting year.

**7.2.3** Some activities have been restructured as half day rather than full day workshops to give more prisoners the opportunity to participate, including an additional workshop for VPs.

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

**7.3.1** The Board has seen a decrease of approximately 20% in applications regarding sentence management and associated matters, which is associated with the decrease in the sentenced population to approximately 50%. Anecdotally

prisoners are experiencing delays with completion of risk assessments on release, and the Board has been told this is largely due to delays in Community Offender Management (COM) input. Release on temporary licence (ROTL) placements have become difficult to arrange as men are in the prison for only 12 weeks before release.

**7.3.2** Assessments for the 'most in need' were conducted for all prisoners who had been incarcerated fifteen times or more, including thirteen men at the end of the reporting period. The numbers of assessments per month between January 2023 and end March 2023 was 5-10. The in-house programme specifically designed for the 'most in need' has not resumed.

**7.3.3** Support for traumas related to issues such as trafficking, sexual abuse, sex work, and domestic violence is provided by both peer workers and staff. Before any release, the prison establishes a safeguarding plan, and the relevant partner agencies are notified. The caseload at the end of the year stood at 21, with 33 more awaiting assignment by the trauma coordinator. A well-attended weekly group meeting is held.

**7.3.4** Prison rehabilitation personnel assist homeless prisoners remanded into custody by aiding them in applying for bail when suitable. This process is carried out in partnership with Nacro to secure appropriate housing. There were 34 bail applications: seven were approved and 27 turned down. Officers expressed some frustration at the risk aversion underpinning these numbers.

## **7.4 Family contact**

**7.4.1** Covid-19 restrictions were lifted during the year, greatly improving prisoners' ability to sustain contact with their families. Family day events resumed in October 2022. Social video calls remained popular throughout, although now that face-to-face visits are the norm, there are insufficient staff resources to process applications consistently and promptly. The Board has drawn this to management's attention.

**7.4.2** The family matters team has continued to see all new arrivals throughout the year including any new arrivals under 25 who were in care prior to custody. The Link was used to see these prisoners, which is a designated space where prison and agency workers, together with Connexions peer workers, offer resettlement services. The team works with responsible authorities to identify a personal care adviser for each care leaver, enabling re-engagement and providing signposting.

**7.4.3** It remains the case, however, that more appointments are missed because of short-staffing or cross-deployment of prison officers than would be ideal. The prison's management has accepted the importance of increasing the proportion of prisoner appointments that are fulfilled. While safety properly remains the overriding factor, the Board welcomes the increased attention being paid to this.

**7.4.4** The 'restorative families' project which applied a form of structured mediation to try and build bridges between prisoners and families with whom relationships were strained has not re-started since Covid-19.

**7.4.5** An ever-increasing number of prisoners have court orders of some kind prohibiting or constraining contact between the prisoner and his children, which can only be addressed by formal applications to the court. This obviously inhibits family contact and affects the male prison population more than the female one.

**7.4.6** The team responds to sentenced and remand prisoners the same way, so frequently their work with remand prisoners is aborted, due to the prisoner leaving the establishment. The Board would support management considering whether it would be appropriate to experiment with variations in the way the team works with sentenced and remand prisoners in case this could improve the service's overall impact.

## **7.5 Resettlement planning**

**7.5.1** Prisoners have continued to meet with resettlement personnel face-to-face in the Link. The Probation Service has continued to manage its appointments over the phone, a method that continues to prolong the process.

**7.5.2** Partner agencies maintained their supportive role on site, providing help in areas like securing accommodation. New ID and banking positions have been filled, helping prisoners acquire reliable identity documents and bank accounts to enable them to function normally once released.

**7.5.3** Two Connections workers offer support in the Link and on the wings, including conducting exit surveys.

**7.5.4** All new admissions undergo pre-custody screening assessments to ascertain their needs. The pre-release interview process for all medium and low-risk prisoners starts twelve weeks before their release. Those prisoners identified as having a higher risk come under the purview of the external COM, and for these individuals, the process starts fifteen weeks prior to release.

**7.5.5** The prison maintains effective cooperation with specialist providers, probation teams, local authorities, and regional third-party housing agencies. However, securing ample post-release accommodation remains a significant challenge, with observed discrepancies between local data and probation records. Between May 2022 and end March 2023, of the 1,534 prisoners released, 1,022 (or 66%) secured accommodation, achieving the target of 66%.

**7.5.6** Community Probation Practitioners (CPP) in the East of England have the added advantage of referring men to the Community Accommodation Service Tier 3 (CAS3) program. This scheme provides furnished accommodation—either single occupancy or shared—for a maximum of 84 nights, allowing prisoners to continue collaborating with professionals to find suitable long-term housing. The initiative has seen significant success.

**7.5.7** The total recalls during the final quarter of the year, from January to March 2022, amounted to 194.

## 8. The work of the IMB

### Board statistics

Recommended complement of Board members	18
Number of Board members at the start of the reporting period	12
Number of Board members at the end of the reporting period	10
Total number of visits to the establishment	502

### Applications to the IMB

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	23	20
B	Discipline, including adjudications, incentives scheme, sanctions	11	9
C	Equality	8	9
D	Purposeful activity, including education, work, training, time out of cell	25	21
E1	Letters, visits, telephones, public protection, restrictions	45	33
E2	Finance, including pay, private monies, spends	29	32
F	Food and kitchens	10	8
G	Health, including physical, mental, social care	94	87
H1	Property within the establishment	63	42
H2	Property during transfer or in another facility	22	12
H3	Canteen, facility list, catalogues	5	13
I	Sentence management, including HDC, ROTL, parole, release dates, re-categorisation	48	38
J	Staff/prisoner concerns, including bullying	79	74
K	Transfers	18	11
L	Miscellaneous	4	39
	Total number of applications	484	448

## Annex A - Service Providers

Key services were provided during the reporting year as follows:

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

The prison has worked with the Probation Service as provider of probation services, together with contracted service providers and volunteer organisations including the following:

- Mind (mental health support)
- Alcoholics Anonymous
- Jobcentre Plus
- Shaw Trust (skills and employability support)
- Reconnect HMP Peterborough (NHFT team, support for reintegration into health care in the community on release)
- Reeds Solicitors (legal advice)
- Change Grow Live (CGL) Cambridgeshire (substance misuse, for prisoners from Cambridgeshire)
- Christians Against Poverty (general support)
- Project Nova (support for veterans)
- The Soldiers', Sailors', and Airmen's Families Association (SSAFA) (support for veterans)
- Seetec (accommodation support for sentenced prisoners)
- Bail, Accommodation and Support Service (supported housing for those on home detention curfew (HDC) or bail), provided by Nacro in partnership with Sodexo.

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



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